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ADX261 Real Questions, New ADX261 Dumps Questions

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The Administer and Maintain Service Cloud certification exam consists of 60 multiple-choice questions that need to be answered within 105 minutes. ADX261 exam fee is \$200, and it can be taken both online and at a testing center. Salesforce recommends that individuals preparing for the exam have at least six months of experience administering Salesforce Service Cloud and possess working knowledge of Salesforce Administrator certification concepts. The Salesforce ADX261 Certification is a valuable asset for individuals seeking to advance their careers in Service Cloud administration and support.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q106-Q111):

NEW QUESTION # 106

Cloud Kicks wants to standardize its service KPIs for response time and first case closure rates.

Individual service agents, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access.

What is the recommended running user to meet the requirements?

- A. Let the dashboard viewers choose
- B. The dashboard viewer
- C. The user creating the dashboard

- D. The VP of service

Answer: B

NEW QUESTION # 107

Universal Containers wants to let its customers interact real-time with support agents from their computers and mobile devices. What feature should a consultant recommend to meet this requirement?

- **A. Embedded Chat Service**
- B. Customer Community
- C. Case Assignment Rules
- D. Web-to-Case

Answer: A

Explanation:

Embedded Chat Service is a feature that allows customers to interact real-time with support agents from their computers and mobile devices. Embedded Chat Service can be added to any website or mobile app with a few lines of code. Customers can initiate a chat session by clicking on a chat button or widget, and agents can respond using the Service Console. Embedded Chat Service also supports features such as pre-chat forms, chat transcripts, chat transfer, file transfer, and chatbot integration. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Embedded Chat Service Overview

NEW QUESTION # 108

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge Centered Support (KCS) methodology. Which benefit can be expected?

- A. Reduced first contact resolution time
- **B. Reduced issue resolution time**
- C. Reduced post-interaction time

Answer: B

NEW QUESTION # 109

Which two capabilities of Lightning Knowledge ensure accurate content in Articles? Choose 2 answers

- A. Knowledge Action to Publish an Article once the Article is approved.
- **B. Data Category to assign an article record type to a Reviewer.**
- **C. Approval Process that assigns an Article to a Reviewer Queue.**
- D. Validation Rules for article record types to verify all fields during creation.

Answer: B,C

NEW QUESTION # 110

A company has implemented Salesforce Service Cloud. The company needs Key Performance Indicators (KPIs) to ensure that its customer support service center is profitable. Which three metrics can be used to help executive management understand service center costs? Choose 3 answers

- A. All Cases by Customer
- **B. All open Cases by Priority**
- **C. Case resolution time**
- **D. All open cases by Channel**
- E. All Cases closed Month-to-date

Answer: B,C,D

NEW QUESTION # 111

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