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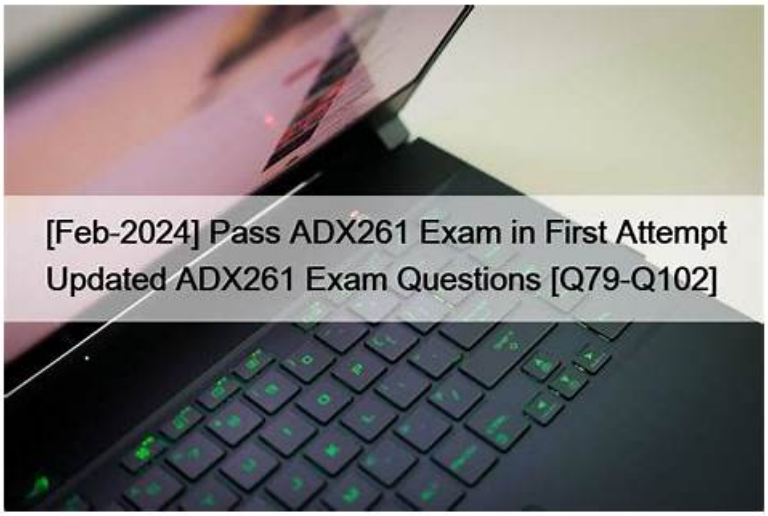

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The ADX261 exam is intended for individuals who have previous experience with Salesforce and are interested in expanding their skill set to specialize in Service Cloud implementation. ADX261 Exam assesses expertise and practical knowledge in various areas, including administration, configuration, analytics, and integration, related to Salesforce Service Cloud.

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Salesforce ADX261 Exam Syllabus Topics:

Topic	Details
Topic 1	• Case Management: Discussion of different capabilities of Service Cloud automation. Explaining how to configure service entitlements, milestones, assets, business hours, and service-level agreements in Service Cloud. It also explains case deflection strategies and case management solution from creation to closure.
Topic 2	• Knowledge Management: It explains Knowledge article lifecycle, Knowledge-Centered Support (KCS), and best practices as well as determining how to configure Knowledge.
Topic 3	• Integrations: Explains use cases and considerations for core Service Cloud integrations.

Topic 4	• Service Cloud Solution Design: It delves into assessing customer requirements to determine limitations, and design trade-offs for the service agent experience and interaction channels. The topic also discusses data security and compliance requirements.

The Salesforce ADX261 Exam consists of 60 multiple-choice questions and is timed at 105 minutes. To pass the ADX261 exam, candidates must achieve a minimum score of 68%. ADX261 exam can be taken online or in-person at a testing center. Salesforce recommends that candidates have at least 6 months of experience working with the Service Cloud platform before taking the ADX261 exam.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q62-Q67):

NEW QUESTION # 62
What should a consultant recommend service agents use?

- A. Paused now interviews Lightning Component.
- B. Recommendation Strategy Metrics related list.
- C. Einstein Next Best Action Strategy Guilder.
- D. History tab on the Actions & Recommendations comporent.

Answer: C

Explanation:
Einstein Next Best Action Strategy Builder is a tool that allows service agents to create and manage recommendation strategies for different scenarios. A recommendation strategy is a set of rules and logic that determines which actions or offers are most relevant for a given situation. By using Einstein Next Best Action Strategy Builder, service agents can provide personalized and consistent guidance to customers across different channels and devices.

NEW QUESTION # 63
The contact center at Universal Containers wants to reduce call volume and resolution time within Service Cloud.
Which solution should a consultant recommend?

- A. Knowledge base
- B. Email-to-Case
- C. Chat with an agent

Answer: A

Explanation:
To reduce call volume and resolution time within Service Cloud, implementing a comprehensive Knowledge base is recommended. Providing customers with access to self-service information through Knowledge articles enables them to find answers to common questions independently, reducing the need for direct contact with service agents and improving overall service efficiency.

NEW QUESTION # 64
Cloud Kicks wants to optimize its development methodology. Team members want to visualize the workflow to ensure te everyone is aligned. In addition, the team limits the amount of work in a given state on capacity and bandwidth.
Which methodoogy should a consultant recommend?

- A. Kanban
- B. Scrum
- C. Lean Development
- D. Extremen Programming

Answer: C

NEW QUESTION # 65
What are three best practices that should be used when deploying Salesforce functionality to production? Choose 3 answers

- A. Ensure that at least 60% of the code is covered by unit tests before deploying to production.
- B. Migrate a test deployment to a staging environment for a smoother real-life experience.
- C. Plan and communicate the deployment to all users of the organization in advance.
- D. Ensure all users refrain from logging into production for an entire day prior to deployment.
- E. Select a window of time when users will NOT be making changes to the organization.

Answer: B,C,E

NEW QUESTION # 66
A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements. Which two steps should be completed to meet this request? Choose 2 answers

- A. Set up Milestones.
- B. Create an Entitlement Process.
- C. Configure Service Contracts.
- D. Enable Work Orders.

Answer: A,B

NEW QUESTION # 67
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