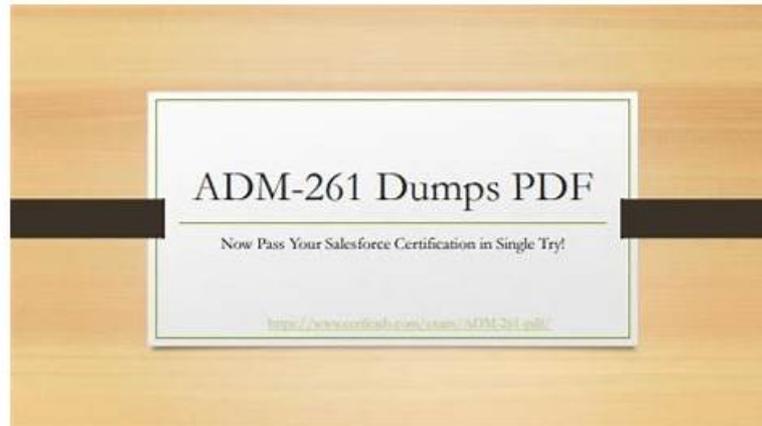# Latest ADX261 Braindumps Files & ADX261 Test Engine Version

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q99-Q104):

NEW QUESTION # 99
Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions.
What feature should a consultant configure to meet this requirement?

- A. Push Notifications
- B. Omni-channel Supervisor
- C. Next Best Actions
- D. Case Feed

Answer: B

Explanation:
Omni-channel Supervisor is a feature that allows managers to monitor the performance and activity of agents and queues in real time. Managers can view metrics such as agent status, workload, capacity, and chat transcripts. Managers can also provide real-time

feedback to agents during customer chat sessions by sending private messages or coaching requests. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Omni-Channel Supervisor Overview

NEW QUESTION # 100
Cloud Kicks' development team must manage multiple projects that compete for limited resources. The team needs to change directions often and start urgent work quickly.
Which step should a consultant recommend completing before beginning the build phase?

- A. Design
- B. Test
- C. Enablement

Answer: A

Explanation:
Before beginning the build phase, especially in a dynamic environment with multiple projects and limited resources, it's crucial to complete the Design step. This involves defining the architecture, user experience, and functional requirements, ensuring that the development team has a clear blueprint to follow, which can adapt to changes and prioritize urgent work efficiently.

NEW QUESTION # 101
Cloud Kicks is preparing to migrate to Service Cloud from another system. The current system has thousands of help articles such as FAQs, step-by-step guides, and troubleshooting guides. A group of specialists will create and manage these articles in Salesforce.
What is the recommended license for the specialists?

- A. Satesforce
- B. Knowledge Only User
- C. Salesforce Platform
- D. WDC Only User

Answer: B

NEW QUESTION # 102
Universal Containers is considering a Knowledge-Centered Support (KCS) implementation.
Which benefit can be expected from KCS adoption?

- A. Reduced issue resolution time
- B. Reduced administrative overhead
- C. Reduced need for self-service

Answer: A

Explanation:
Knowledge-Centered Support (KCS) focuses on integrating knowledge creation and maintenance into the problem-solving process. By adopting KCS, organizations can expect a reduction in issue resolution time as service agents have quicker access to solutions and knowledge articles, enabling faster responses to customer inquiries and issues.

NEW QUESTION # 103
Universal Containers wants to reduce the amount of Sim support agents spend creating cases. Case creation must scale up to 5OO0 new cases per day, as well as allowing file attachments under 25 MB by the customer.
Which two features should the consultant suggest?
Choose 2 answers

- A. Web-to-Case forms
- B. Standard Email-to-case
- C. On-Domand Emali-to-Case
- D. Apex Email Service

Answer: B,C

NEW QUESTION # 104

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Many students often feel that their own gains are not directly proportional to efforts in their process of learning. This is because they have not found the correct method of learning so that they often have low learning efficiency. If you have a similar situation, we suggest you try ADX261 practice materials. ADX261 test guide is compiled by experts of several industries tailored to ADX261 exam to help students improve their learning efficiency and pass the exam in the shortest time. Experts conducted detailed analysis of important test sites according to the examination outline, and made appropriate omissions for unimportant test sites. At the same time, ADX261 Exam Dump made a detailed description of all the incomprehensible knowledge points through examples, forms, etc., so that everyone can easily understand.

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