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Salesforce ADX261 exam is a certification test designed for professionals who want to demonstrate their knowledge and expertise in administering and maintaining Salesforce Service Cloud. ADX261 exam measures the knowledge of the candidate in various areas such as designing and implementing knowledge management, configuring and managing case escalation rules, managing entitlements and Service Level Agreements (SLAs), and configuring and managing the Salesforce Console. ADX261 Exam is ideal for professionals who want to enhance their skills and demonstrate their proficiency in Service Cloud administration.

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q103-Q108):

NEW QUESTION # 103
After migration from Knowledge to Lightning Knowledge , Authors are unable to cretae FAQ article type , but can succefull create Install Notes article type.SupportMngers have confirmed that articles of type FAQ exist in production.
How shoud a consultant correct this problem?

- A. Grant Authors acess to FAQ artcle type
- B. Add Authors to the FAQ data category
- C. Set Article Or Wide to Public Read Write
- D. Grant authors access to the FAQ records type

Answer: D

Explanation:
Granting authors access to the FAQ record type is the recommended solution to correct the problem of authors being unable to create FAQ article types after migration from Knowledge to Lightning Knowledge. A record type is a way of defining different business processes, page layouts, and picklist values for different types of records within an object. A record type can be used to control which users can create, view, edit, or delete records of that type. When migrating from Knowledge to Lightning Knowledge, each Classic article type becomes a Lightning record type. Therefore, granting authors access to the FAQ record type can enable them to create FAQ articles in Lightning Knowledge. Verified Reference: [Service Cloud Consultant Certification Guide & Tips], Record Types Overview

NEW QUESTION # 104
How can a Contact Center Manager see which Service Representatives have not accepted new Cases recently using the Lightning Service Console?

- A. Omni-Channel Supervisor tab
- B. Omni-Channel Utility Component
- C. Cases report sorted by Rep and Case CreatedDate
- D. Cases report sorted by Rep and Case Owner

Answer: A

NEW QUESTION # 105
Cloud Kicks (CK) is a global company with multiple product lines. CK is preparing to launch a public kno base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on their location and product.
What is the recommended method to meet the requirement?

- A. Data Category Visibility
- B. Chatter Answers
- C. Article Translation
- D. Data Category Groups

Answer: D

Explanation:
Data Category Groups are the recommended method to meet the requirement of allowing users to find relevant articles based on their location and product. Data Category Groups are collections of data categories that are used to classify articles or other types of content based on topics or criteria that make sense for your business. Data Category Groups can be used to control the visibility and searchability of articles for different users and communities. For example, you can create a Data Category Group for Location and another one for Product, and assign data categories for each location and product that you support. You can then assign data category visibility to users or communities based on their location and product preferences, so that they only see the articles that are

relevant to them. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Data Categories Overview

NEW QUESTION # 106

Support managers have requested the ability to provide real-time feedback to agents during customer chat sessions.
Which feature should a consultant configure to meet this requirement?

- A. Chatter
- B. Flow Orchestrator
- C. Omni-Channel Supervisor

Answer: C

NEW QUESTION # 107

vp of service at universal containers wants to make it easier and faster for support reps to send knowldge articles to customers.What should a consultant configure to satisy this request ?

- A. create an auto response rule to send the article to teh customer
- B. create a workflow email alert to send the artilce to the customer
- C. create a lightning email template to sned artilce to customer
- D. Create a macro to send an email with the article to customer

Answer: C

NEW QUESTION # 108

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