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Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is designed for professionals who have experience in Salesforce Service Cloud administration and maintenance. ADX261 exam measures your knowledge and skills in managing and configuring the Service Cloud, including case management, knowledge management, and communication channels.

Salesforce ADX261 certification exam is a valuable credential for professionals who work with service cloud technology. It demonstrates a candidate's expertise in service cloud administration, configuration, and maintenance. To prepare for ADX261 Exam, candidates should have a fundamental understanding of Salesforce concepts and skills, as well as hands-on experience working with the service cloud.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q61-Q66):

NEW QUESTION # 61

Universal Containers (UC) is migrating from a legacy case management system to Salesforce. UC would like to retain the existing parent-child relationships between cases.

What should a consultant recommend?

- A. Migrate child cases first.
- **B. ADX261 Migrate parent and child cases together.**
- C. Migrate parent cases first

Answer: B

Explanation:

To retain existing parent-child relationships between cases when migrating to Salesforce, it is crucial to migrate parent and child cases together. This ensures that the hierarchical structure is preserved in Salesforce, maintaining the context and relationships essential for case management.

NEW QUESTION # 62

AW Computing would like to interact with customers on facebook and Twitter.

Where are the conversations tracked in Salesforce?

- A. Case notes related list
- **B. Social Post record**
- C. Case activity feed
- D. Case Chatter feed

Answer: B

NEW QUESTION # 63

The contact center at Universal Containers offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. Which two reports should the contact center manager present to executive management? Choose 2 answers

- **A. Number of cases closed by self-service users.**
- **B. Number of cases created using Communities by month.**
- C. Number of Knowledge articles created each month.
- D. Average call handle time by team.

Answer: A,B

Explanation:

These two reports are useful for demonstrating the success of self-service initiatives, as they show how many customers are able to resolve their issues without contacting an agent, and how many customers are using the Community as a channel for support. These reports can indicate a reduction in case volume and an increase in customer satisfaction. Verified Reference: [Salesforce Help: Self-Service Metrics] and [Salesforce Help: Community Reports]

NEW QUESTION # 64

What should a consultant recommend to ensure chat requests contain sufficient information for service agents to respond effectively?

- A. Customize the pre-chat form.
- B. Customize the Lightning Console chat page.
- C. Customize Intents using Einstein Chatbots.

Answer: A

Explanation:

Customizing the pre-chat form allows for the collection of sufficient information from customers before a chat session begins. This ensures that service agents have the context and details needed to respond effectively, improving the efficiency and quality of chat interactions.

NEW QUESTION # 65

Universal Containers plans to migrate its existing knowledge base into Salesforce Lightning Knowledge. Which three statements should be considered?

Choose 3 answers

- A. Article numbers change during migration.
- B. Visualforce pages refer to Classic article types.
- C. Each article must be associated to a record type.
- D. Attachments and .html files in Classic Knowledge are moved to the Files object.
- E. Approval process history migrate to Lightning Knowledge.

Answer: A,B,D

Explanation:

Attachments and .html files in Classic Knowledge are moved to the Files object, Visualforce pages refer to Classic article types, and article numbers change during migration are statements that should be considered when migrating an existing knowledge base into Salesforce Lightning Knowledge. These statements reflect some of the changes and challenges that may occur during the migration process. For example:

Attachments and .html files in Classic Knowledge are moved to the Files object because Lightning Knowledge does not support attachments on articles. Files can be related to articles using rich text fields or file fields.

Visualforce pages refer to Classic article types because Lightning Knowledge does not support Visualforce pages on articles.

Visualforce pages need to be replaced with Lightning components or other solutions.

Article numbers change during migration because Lightning Knowledge uses a different numbering system than Classic Knowledge.



Article numbers are prefixed with KA in Lightning Knowledge instead of KB in Classic Knowledge.


Verified Reference: Service Cloud Consultant Certification Guide & Tips, Migrate Your Salesforce Classic Knowledge Base to Lightning Knowledge

NEW QUESTION # 66

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