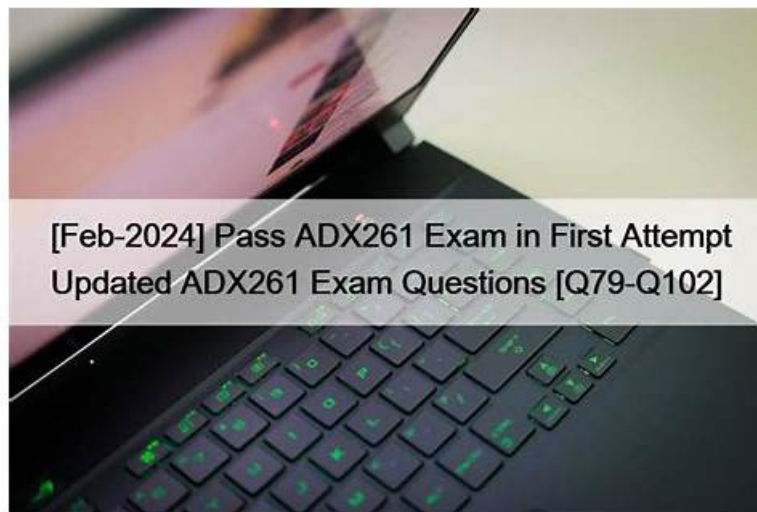# ADX261 Reliable Test Notes & Exam ADX261 Sample

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Salesforce ADX261 exam is a proctored, multiple-choice test that comprises 60 questions. ADX261 exam is timed and must be completed within 105 minutes. The passing score for the ADX261 exam is 67%, and candidates who pass the exam are awarded the Salesforce Certified Service Cloud Consultant credential.

Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is designed for professionals who want to validate their knowledge of Salesforce Service Cloud administration and maintenance. ADX261 Exam measures an individual's ability to configure and manage the Service Cloud Console, Salesforce Knowledge, Service Cloud communities, and other Salesforce Service Cloud features. It also evaluates an individual's ability to troubleshoot common Service Cloud implementation issues and manage service-level agreements (SLAs) for customer support.

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Salesforce is a leading provider of cloud-based customer relationship management (CRM) software solutions that help businesses of all sizes streamline their sales, marketing, and customer service operations. As a Salesforce administrator, it is essential to stay up-to-date with the latest features and functionalities of its various products to ensure the smooth running of a business's operations. One such product is Service Cloud, which provides a platform for businesses to deliver exceptional customer service experiences.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q58-Q63):

NEW QUESTION # 58
A consultant is tasked with creating a dashboard in Salesforce for Cloud Kicks' executives. The dashboard needs to provide insights that will assist in strategic decision-making.

Which type of report should the consultant include to meet the requirement?

- A. Detailed CTI analytics reports, such as wait times and handle times, to review individual agent performance
- B. Snapshot reporting that shows trends in the number of cases handled per month, providing a high-level overview of customer service operations
- C. Omni-Channel Analytics detailing specific paths and routing types to evaluate the efficiency of support channel

Answer: B

NEW QUESTION # 59

As part of a service improvement project, Cloud Kicks (CK) has implemented Knowledge management for its support agents. Several months after the implementation, CK management notices an inconsistency in reported customer satisfaction. Key performance indicators (KPIs) show a decrease; however, many customers have provided testimonials about great support experiences.

Which KPI could help explain the disparity?

- A. Measure cases with and without articles attached with high CSAT scores.
- B. Measure cases with and without articles attached with high net promoter scores (NPS).
- C. Measure cases with and without articles attached based on case status.

Answer: A

Explanation:
The disparity in CK's reported customer satisfaction and positive testimonials may stem from how support interactions are enhanced by Knowledge management. Measuring cases with and without Knowledge articles, focusing on Customer Satisfaction (CSAT) scores, provides insight into the direct impact of Knowledge on customer experiences. High CSAT scores in cases where articles are used indicate Knowledge's positive role, explaining the testimonials. Conversely, lower CSAT scores in cases without articles could contribute to the overall decrease in KPIs, highlighting areas for improvement in Knowledge usage or accessibility.

NEW QUESTION # 60

Universal Containers has a case handling process that requires each case to go through a series of steps within a specified amount of time from case submission to case closure.

Which solution should a consultant recommend to meet these requirements?

- A. Implement Lightning flow with time-based actions.
- B. Enable and configure Omni-Channel routing.
- C. Define entitlements and milestones.

Answer: C

Explanation:
To manage a case handling process that requires each case to go through a series of time-bound steps, defining entitlements and milestones is the recommended solution. This setup allows for the specification of service levels, tracking progress against defined milestones, and ensuring cases progress in a timely manner from submission to closure.

NEW QUESTION # 61

A consultant has been hired to integrate a client's phone system with the Service Console.

What is the consultant required to do during this integration?

- A. Add the utility bar to the app.
- B. Enable the Lightning Console.
- C. Configure the CTI Adapter.

Answer: C

Explanation:
During the integration of a client's phone system with the Service Console, configuring the Computer Telephony Integration (CTI) Adapter is a critical step. This involves setting up the interface between the phone system and Salesforce, enabling features like

click-to-dial, call logging, and screen pops within the Service Console for improved agent efficiency.

NEW QUESTION # 62
Universal Containers wants to provide its resellers a secure portal where they can share their customer accounts, submit and track the status of their cases, and view reports and dashboards.
Which solution should a consultant recommend?

- A. Employee Community
- B. Customer Experience site
- C. Partner Experience site

Answer: C

NEW QUESTION # 63
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