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Our Administer and Maintain Service Cloud (ADX261) exam questions are being offered in three easy-to-use and compatible formats. These Salesforce ADX261 exam dumps formats offer a user-friendly interface and are compatible with all devices, operating systems, and browsers. The Administer and Maintain Service Cloud (ADX261) PDF questions file contains real and Valid ADX261 Exam Questions that assist you in ADX261 exam dumps preparation and boost the candidate's confidence to pass the challenging Administer and Maintain Service Cloud (ADX261) exam easily. The Administer and Maintain Service Cloud (ADX261) PDF dumps file work with all devices and operating system.

To prepare for the ADX261 exam, candidates should have experience working with Service Cloud in Salesforce and should be familiar with the concepts and best practices related to administering and maintaining Service Cloud. Salesforce provides a range of resources to help candidates prepare for the exam, including online training courses, study guides, and practice exams. Successful completion of the ADX261 exam demonstrates that the candidate has the knowledge and skills necessary to effectively administer and maintain Service Cloud, and can be a valuable asset for organizations looking to optimize their customer service operations in Salesforce.

Salesforce ADX261 Certification is designed for professionals who administer and maintain Service Cloud in Salesforce. Administer and Maintain Service Cloud certification exam measures the candidate's knowledge and skills in configuring and managing Service Cloud, including case management, knowledge management, and contact center best practices. ADX261 exam is ideal for

individuals who have experience with Salesforce administration and want to advance their career in customer service management.

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q154-Q159):

NEW QUESTION # 154

Cloud Kicks has a robust Service Cloud implementation for its customer service team. The software engineering team would like to track their projects within Salesforce.

Which solution should the consultant recommend?

- A. Install an AppExchange app.
- B. Enable Feed Tracking.
- C. Create a new Case record type.

Answer: A

Explanation:

For the software engineering team at Cloud Kicks to track projects within Salesforce, an AppExchange app dedicated to project management would be the most suitable solution. These apps are designed to handle project tracking functionalities, including task assignments, progress tracking, and collaboration features, tailored to project management needs. This approach allows for a specialized tool that integrates with Salesforce, providing a seamless experience for the engineering team without repurposing or overextending the functionality of Service Cloud case management.

NEW QUESTION # 155

Ursa Major Solar's support department would like to implement an entitlement process to ensure customers receive the appropriate support based on their service level agreements (SLAs) Which two features need to be configured as part of the implementation? Choose 2 answers

- A. Escalation Rule
- B. Milestones
- C. Assignment Rule
- D. Workflow Actions

Answer: A,B

Explanation:

Milestones and Escalation Rules are two features that need to be configured as part of the entitlement process implementation. Milestones are time-dependent steps that represent required service levels, such as first response time or resolution time. Escalation Rules are actions that occur when a milestone is violated, such as sending an email alert or reassigning the case. Verified Reference: : Milestones : : Escalation Rules

NEW QUESTION # 156

Cloud Kicks (CK) provides varying levels of support based on the customer's Service Contract. For customer with a Gold Service Contract, agents must provide a response to each customer contact within the 24 hours. CK plans to use Milestones.

What is the recommended Milestone Recurrence Type to meet the requirements?

- A. Sequential

- B. Auto-Add
- C. Independent
- D. No Resource

Answer: C

Explanation:

Independent is the recommended Milestone Recurrence Type to meet the requirements, because it allows CK to create a milestone that recurs every time a customer contacts them, regardless of whether the previous milestone was completed or not. Independent recurrence type ensures that each customer contact has a 24-hour response time milestone, and that any violation of the milestone is tracked separately. Verified Reference: : Milestone Recurrence Types

NEW QUESTION # 157

How should a consultant configure a report that shows the average number of days that Cases stay open?

- A. Use the standard Case Age field on the report.
- B. Create a report snapshot of the number of open Cases each day.
- C. Create a formula field on Case to calculate the average age.

Answer: A

Explanation:

The standard Case Age field in Salesforce reports is designed to track the duration for which a case remains open. By including this field in a report, consultants can easily calculate and analyze the average number of days that cases stay open, providing valuable insights into case resolution times. This metric is crucial for understanding the efficiency of the service team and identifying areas for process improvement. The Case Age field automatically calculates the time from case creation to closure (or the current time if the case is still open), making it a straightforward and effective way to monitor case resolution performance without the need for custom calculations or snapshots.

NEW QUESTION # 158

The support manager at Universal Containers wants to improve visibility to cases across the organization and has decided that product managers should be more involved in the case management process. The support manager has created predefined case teams for each product and trained support agents to add the appropriate case team to each case.

Which solution allows product managers to quickly see and review the cases that are created for their products?

- A. Configure a Case list view filtered by My Case Teams.
- B. Configure a Case related list on the Product page layout.
- C. Configure a Case list view filtered by My Cases.

Answer: A

NEW QUESTION # 159

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