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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.

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ADX261 Test Sample Questions - Dumps ADX261 Vce

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The ADX261 certification exam consists of 60 multiple choice and multiple select questions that are to be completed within 105 minutes. Candidates need to score 65% or higher to pass the exam. ADX261 exam covers a range of topics such as configuring case management, setting up service entitlements, implementing knowledge management, and managing service contracts. Candidates must also have a good understanding of key Service Cloud features such as Live Agent, Omni-Channel, and Service Console.

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.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q42-Q47):

NEW QUESTION # 42
Universal Containers wants to let its customers interact in real time with support agents from their computers and mobile devices. Which feature should a consultant recommend to meet this requirement?

- A. Web-to-Case
- B. Knowledge articles
- C. Einstein Chat Bot

Answer: C

Explanation:
To enable real-time interaction between customers and support agents from computers and mobile devices, implementing an Einstein Chat Bot is recommended. Chatbots provide an immediate, interactive communication channel that can escalate complex issues to live agents, enhancing the customer support experience across devices.

NEW QUESTION # 43
Universal Containers (UC) is configuring a self-service page for customers to find Knowledge articles and create cases. UC has recently requested that an Einstein Bot be placed on the page, but wants to ensure that the bot only directs cases to live agents during normal business hours and observes holidays.
How should a consultant meet this requirement?

- A. Configure the Einstein Bot with a default message when customers log a case letting them know they should expect a delayed response outside of business hours. hours or on holidays.
- B. Configure the Einstein Bot with an Action that queries for the Default Business Hours and active Holiday records and directs the customer to a case form when agents are unavailable.
- C. Configure the Einstein Bot to direct customers to an agent except for designated holidays and instruct Omni-Channel agents to sign off at the end of business

Answer: B

Explanation:
To meet the requirement of directing cases to live agents only during business hours and considering holidays, configuring the Einstein Bot with an action to check for Default Business Hours and active Holiday records is recommended. This ensures that customers are directed to submit a case form when live agent support is not available, maintaining service expectations.

NEW QUESTION # 44
Universal Containers wants to help customers resolve issues by browsing Knowledge articles and submit a case if they need more information.
What should the consultant recommend to meet the requirements?

- A. Implement Case Assignment Rules.

- B. Create a self-service Help Center.
- C. Allow Comments on Knowledge articles.
- D. Enable Chat in an Experience Cloud site.

Answer: B

Explanation:
Creating a self-service Help Center is a good way to help customers resolve issues by browsing Knowledge articles and submit a case if they need more information. A self-service Help Center is an Experience Cloud site that provides customers with access to Knowledge articles, case management, and other features. Customers can search for articles that answer their questions, rate and comment on articles, and create cases if they need further assistance. Verified Reference: Create a Self-Service Help Center

NEW QUESTION # 45
Universal Containers is changing their case management system to salesforce. All active accounts, contacts, open cases and closed cases for the
past five years must be migrated to salesforce for go-live.
Which approach should the consultant use for date migration?

- A. Prepare, plan, Test, execute, validate.
- B. Prepare, plan, validate, execute, test
- C. Plan, prepare, validate, execute, test
- D. Plan, prepare, test, execute, validate.

Answer: D

NEW QUESTION # 46
Universal Containers has an active presence on Twitter and Facebook. Customers' requests from these social media channels should be responded to by support agents.
What should a consultant recommend to meet this requirement?

- A. Einstein Bot social queues.
- B. Social Persona for Twitter and Facebook.
- C. Social Customer Service for Twitter and Facebook.
- D. Social Media Marketing message tagging.

Answer: C

Explanation:
Social Customer Service is a feature that allows agents to respond to customer requests from social media channels such as Twitter and Facebook. Agents can create cases from social posts, reply to customers using social handles, and monitor social conversations using keywords and hashtags. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Social Customer Service Overview

NEW QUESTION # 47
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