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Salesforce ADX261 Exam is a valuable certification for professionals who want to demonstrate their expertise in Service Cloud administration. Administer and Maintain Service Cloud certification is recognized globally and is highly respected in the industry. Administer and Maintain Service Cloud certification not only enhances the skillset of the candidate but also opens up various job opportunities. With this certification, professionals can demonstrate their proficiency in administering and maintaining Salesforce Service Cloud, which is an essential skill for any organization that uses Salesforce to manage their customer service operations.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q152-Q157):

NEW QUESTION # 152
universal containers is implementing a customer community using the customer service template.One of the requiremnets is for members to be able to find knowledge articles based on the product type.How should consultant satisfy this requirement

- A. Utilize topic tags for each product type
- B. Set the visibility to the data categories
- C. Enable suggested artciels in the community
- D. Define article types with sharing settings

Answer: A

NEW QUESTION # 153
What should a consultant recommend service agents use?

- A. Paused now interviews Lightning Component.
- B. Einstein Next Best Action Strategy Guilder.
- C. History tab on the Actions & Recommendations comperont.
- D. Recommendation Strategy Metrics related list.

Answer: C

Explanation:
The History tab on the Actions & Recommendations component is a feature that service agents can use to review the actions they have taken on a case, such as applying macros, sending emails, or updating fields. The History tab also shows the outcome of each action, such as success, failure, or partial success. This helps agents keep track of their progress and troubleshoot any issues.
Verified Reference: : Review Your Actions History

NEW QUESTION # 154
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 # 155
Universal Container wants to let its customers intercat real time with support agents from their computers and mobile devices.

What feature should a consultant recommend to meet this requirement?

- A. Web-to-Case
- B. Case Assignment Rules
- C. Emebedded Chat Service
- D. Customer Community

Answer: C

NEW QUESTION # 156
At Universal Containers, support agents need to verify that customers are eligible to receive support when they create the case.
Where can a support agent verify that a customer is allowed to receive support?

- A. ADX261 Actions
- B. Milestones
- C. Entitlements

Answer: C

NEW QUESTION # 157
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