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The ADX261 exam covers a wide range of topics, including case management, knowledge management, contact center automation, and omni-channel routing. Candidates are expected to have a deep understanding of Service Cloud features and functionality, as well as the ability to configure, customize, and optimize Service Cloud solutions to meet specific business requirements. ADX261 exam also evaluates candidates' knowledge of best practices for managing Service Cloud implementations and troubleshooting common issues.

The ADX261 Exam consists of 60 multiple-choice questions and has a time limit of 105 minutes. ADX261 exam is administered online and can be taken from anywhere with a stable internet connection. The passing score for the exam is 65%, and the candidate will receive a Salesforce Certified Service Cloud Consultant certificate upon passing.

>> Latest Salesforce ADX261 Cram Materials <<

Quiz Useful ADX261 - Latest Administer and Maintain Service Cloud Cram Materials

No matter you are a company employee or a student, you will find that our ADX261 training quiz is priced reasonably to afford. Though the price is quite low but the quality is unparalleled high. We own numerous of loyal clients that constantly bought our ADX261 Exam Braindumps and recommended them to their friends, classmates or colleagues. Besides, we give discounts to our customers from time to time. Lots of our customers prised our ADX261 practice guide a value-added product.

The ADX261 Exam requires a thorough understanding of Salesforce Service Cloud, including its features, capabilities, and best practices. As a professional certifying in ADX261, you will be expected to have experience configuring and maintaining Service Cloud, including its various components such as custom objects, fields, and workflows.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q56-Q61):

NEW QUESTION # 56

Universal Containers wants to allow customers to send messages to agents in Service Console via their preferred mobile app. Which feature should a consultant recommend?

- A. OmniStudio
- B. Einstein Bots
- C. Messaging

Answer: C

NEW QUESTION # 57

The Vice President (VP) of Customer Support for Universal Containers has issued a mission statement that "We will empower our customers to interact with us in the way of their choosing." Universal Containers has recently deployed a new toll-free interactive voice response (IVR) system and knowledgebase. The VP has asked the management team to make additional system enhancements to fulfill this mission statement. Which three should the consultant recommend to achieve the mission statement? Choose 3 answers

- A. Enforce that customers must search the knowledgebase before they can see the Contact Us page.
- B. Create a central "Contact Us" page which provides access to all available channels.
- C. Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.
- D. Replace the existing "Chat Now" button on the Customer Community with a toll-free phone number.
- E. Optimize the customer community for mobile devices to have access to the same support as desktops.

Answer: A,B,E

NEW QUESTION # 58

After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes articles type. Support Managers have confirmed that articles of types FAQ exist in Production. How should a consultant correct this problem

- A. Add Authors to the FaQ Data Category.
- B. Grant Authors access to the FaQ record type
- C. Set article Org Wide Default to Public ReadWrite.
- D. Grant Authors access to the FAQ article type.

Answer: B

Explanation:

After migrating from Knowledge to Lightning Knowledge, Authors need to have access to the record types associated with the article types they want to create. Granting Authors access to the FAQ record type will allow them to create FAQ articles in Lightning Knowledge. Verified Reference: : https://help.salesforce.com/s/articleView?id=sfknowledge_lightning_migration.htm&type=5 : https://help.salesforce.com/s/articleView?id=sfknowledge_lightning_migration_record_types.htm&type=5

id=sfknowledge_lightning_migration.htm&type=5 : https://help.salesforce.com/s/articleView?id=sfknowledge_lightning_migration_record_types.htm&type=5

NEW QUESTION # 59

What are three necessary steps to test that the Omni-Channel implementation is routing correctly? Choose 3 answers

- A. Enable Debug Omni Channel routing configuration in SttUp.
- B. Log in as a user who is enabled for Omni-Channel access.
- C. Open the record you want to route.
- D. Change the owner to a queue associated with the routing configuration.
- E. Open the Omni-Channel Supervisor tab.

Answer: A,B,E

NEW QUESTION # 60

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 parent cases first
- **B. ADX261 Migrate parent and child cases together.**
- C. Migrate child 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 # 61

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