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Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is designed for experienced Salesforce administrators who want to demonstrate their knowledge and skills in administering and maintaining Service Cloud. Administer and Maintain Service Cloud certification validates the candidate's ability to configure and manage Service Cloud applications, create and maintain Service Cloud solutions, and optimize the performance of Service Cloud. ADX261 Exam covers a wide range of topics such as Service Cloud architecture, case management, knowledge management, entitlements, service contracts, and service analytics. Passing the ADX261 exam demonstrates that the candidate has a deep understanding of Service Cloud and can effectively manage and maintain it to meet the needs of their organization.

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q28-Q33):

NEW QUESTION # 28
Universal Containers (UC) has hired a consulting firm to implement Service Cloud for its contact center for the first time. The project requires quick iterations and speedy completion. UC has requested frequent updates from the project team for check-ins and refinement.
Which methodology should the consultant recommend given the requirements?

- A. Agile
- B. Hybrid
- C. Waterfall

Answer: A

NEW QUESTION # 29
The Universal Containers contact center offers support through phone, email, public website, and a Community. The contact center manger wants to
demonstrate the success of recent self-service initiatives to executive management.
Which two reports should the contact center manager present to executive management?
Choose 2 answers

- A. Number of cases created - - Site by month
- B. Number of cases closed by a self-service user
- C. Number of IVR inquiries without agent involvement.
- D. Average call handle time by team.

Answer: A,B

NEW QUESTION # 30
A manager would like information on which Knowledge articles are used most often by call center agents.
Which report should a consultant use to identify the Knowledge articles that are used most often?

- A. Knowledge articles with the most revisions
- B. Knowledge articles with the highest ratings
- C. Number of Knowledge articles attached to Cases

Answer: C

NEW QUESTION # 31
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. Assignment Rule
- B. Escalation Rule
- C. Workflow Actions
- D. Milestones

Answer: B,D

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 # 32
what approach should a consultant use to ensure that knowledge search
only display articles for a servcie agents product specialization ?

- A. Crreate an article action for each record type;assign record types to service agents
- B. create a data category for each product assign data categories to service agents.
- C. Create a page layout for each record type ;assign layouts to servce agents
- D. Create a permission set for each record type ;assignpermisisons to service agents

Answer: B

Explanation:
Creating a data category for each product and assigning data categories to service agents is an approach that can ensure that knowledge search only displays articles for a service agent's product specialization. Data categories are classifications that can be used to organize and filter knowledge articles by topic or type. Data category visibility can be set for each user profile or permission set to control which data categories are accessible for each user. Verified Reference: : https://help.salesforce.com/s/articleView? id=sf.knowledge_categories_overview.htm&type=5 : https://help.salesforce.com/s/articleView? id=sf.knowledge_categories_assign.htm&type=5

NEW QUESTION # 33
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