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Salesforce ADX261 Exam is an essential certification for administrators who are responsible for administering and maintaining Service Cloud within their Salesforce org. Administer and Maintain Service Cloud certification demonstrates the candidate's knowledge and skills in configuring and managing Service Cloud features and their understanding of Salesforce's best practices for managing customer service operations. Passing the exam will help the candidate stand out from the crowd and open up opportunities for career advancement.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q52-Q57):

NEW QUESTION # 52

Universal Containers has tested Skills-Based Routing in a sandbox and is ready to deploy to production. Which solution should a consultant use to deploy the Service Resources, Skills, and Routing?

- A. Data Import Wizard
- B. Mass Transfer Records
- **C. Data Loader**

Answer: C

NEW QUESTION # 53

Universal Containers recently rolled out a Salesforce knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console. Which two actions should a Consultant recommend to address the lack of quality checking? Choose 2 answers

- **A. Require that an article be added when closing a case**
- B. Set up an intuitive Data Category hierarchy
- **C. Enable and configure wildcards for article searches**
- D. Restrict the Manage Articles user permission

Answer: A,C

NEW QUESTION # 54

Universal Containers requires a scheduling solution that will allow Managers to coordinate service engineers across multiple Territories. What solution should a consultant recommend?

- A. Employee Community
- B. Lightning Console
- C. Salesforce Mobile App
- **D. Field Service Lightning**

Answer: D

Explanation:

Field Service Lightning is a solution that enables managers to coordinate service engineers across multiple territories. It provides features such as scheduling, dispatching, routing, inventory management, and work order management. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.field_service_basics.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.field_service_overview.htm&type=5

NEW QUESTION # 55

Which two areas can an Administrator make Open CTI features available to users when building a Lightning App using the App Manager? Choose 2 answers

- A. On the Calendar right hand panel
- B. On a record Highlights Panel
- C. On a record Activity Feed list
- D. On a utility bar of the Lightning App

Answer: C,D

Explanation:

Open CTI features can be made available to users when building a Lightning App using the App Manager by adding them on a utility bar of the Lightning App or on a record Activity Feed list. A utility bar is a fixed footer that displays utilities (such as Open CTI SoftPhone) as icons in a panel at the bottom of every page in an app. Users can access Open CTI features such as making calls, receiving calls, transferring calls, or logging calls from the utility bar. An Activity Feed list is a component that displays all the past and upcoming activities related to a record, such as tasks, events, emails, or calls. Users can access Open CTI features such as dialing a phone number or logging a call from the Activity Feed list. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Add Utilities to Your App's Utility Bar, Add Activities to Your Lightning Pages

NEW QUESTION # 56

A recent analysis of cases at Cloud Kicks (CK) revealed a high percentage of simple cases such as password resets and order inquiries. In order to reduce the number of cases created, CK wants to provide customer self-service in the following channels: web, SMS, Facebook Messenger, and WhatsApp.

What is the recommended case deflection solution?

- A. Chat for Web and In-App
- B. Digital Engagement Messaging
- C. Einstein Bo
- D. Social Customer Service

Answer: D

NEW QUESTION # 57

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