

New ADX261 Hot Spot Questions Pass Certify | Valid Updated ADX261 Demo: Administer and Maintain Service Cloud



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The ADX261 certification exam tests the candidate's knowledge of Service Cloud administration and maintenance concepts. It covers a wide range of topics that includes Service Cloud setup, Service Console, Case Management, Entitlements, Service Contracts, and Reports and Dashboards. ADX261 exam also tests the candidate's knowledge of Service Cloud integration with other Salesforce products and third-party applications.

Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is designed for professionals who have experience in Salesforce Service Cloud administration and maintenance. ADX261 exam measures your knowledge and skills in managing and configuring the Service Cloud, including case management, knowledge management, and communication channels.

>> ADX261 Hot Spot Questions <<

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Salesforce ADX261 Certification Exam is a valuable credential for professionals who work with Service Cloud. It is an excellent way to demonstrate expertise in Service Cloud and enhance career prospects. With the expertise gained from this certification, professionals can help their organizations to provide exceptional customer service and drive business success.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q13-Q18):

NEW QUESTION # 13

Cloud Kicks customers need a method to create cases without a login. Managers are concerned that public options will increase the

number of spam cases created.

What is the recommended option to prevent the creation of spam cases?

- A. Web-to-Case with Einstein Case Classification
- B. On-Demand Email-to-Case Threading
- C. Web-to-Case with reCAPTCHA enabled

Answer: C

NEW QUESTION # 14

Universal Containers wants to ensure the contracted service level requirements for its clients are being met. What should be configured to meet this requirement?

- A. Entitlement processes, contract line items, milestones, and entitlements
- B. Entitlement processes, milestones, milestone actions, and entitlements
- C. Entitlement processes, contracts, milestones, and milestone actions
- D. Entitlement processes, contracts, contract line items, and entitlements

Answer: B

Explanation:

Entitlement processes, milestones, milestone actions, and entitlements are features that can be configured to ensure the contracted service level requirements for its clients are being met. Entitlements define the levels of support that customers are eligible to receive based on their products, service contracts, or warranties. Entitlement processes define the timeline and steps required to deliver support to customers. Milestones define the critical steps in the support process, such as first response time or resolution time, and track whether they are completed on time. Milestone actions define the automated actions that occur when a milestone is approaching, violated, or completed, such as sending email notifications, assigning cases to queues or users, or changing field values. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Set Up and Manage Entitlements and Milestones

NEW QUESTION # 15

UC has created permission sets granting access to object and fields in one of its sandboxes. How should a consultant deploy this permission set to prod?

- A. Create an Unmanaged package
- B. Change set
- C. Manually create the Permission sets
- D. Publish a Managed package

Answer: B

NEW QUESTION # 16

Cloud Kicks (CK) uses Service Cloud and Slack. For difficult cases, service agents want to create a swarm in Slack to pull in experts from multiple CK departments.

What should the consultant recommend to an agent who wants to launch a Slack Swarm?

- A. Quick Action
- B. Escalation rules
- C. Apex trigger

Answer: A

NEW QUESTION # 17

Service Console users work on dozens of cases at a time and often need to update a case they worked on earlier in the day. What should a consultant recommend?

- A. Keep all cases open in tabs.

- B. Create a custom dashboard.
- C. Add History to the Utility bar.

Answer: C

Explanation:

For Service Console users who need to efficiently revisit cases worked on earlier, adding the History component to the Utility Bar is recommended. This provides quick access to recently viewed records, enabling users to navigate back to previous cases without keeping all cases open in tabs, enhancing productivity and case management efficiency.

NEW QUESTION # 18

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