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Salesforce ADX261 exam is a comprehensive certification program that tests the candidate's knowledge and skills in administering and maintaining Salesforce Service Cloud. ADX261 exam is designed for professionals who have experience in managing Service Cloud and want to gain formal recognition for their expertise. Administer and Maintain Service Cloud certification provides access to a community of Salesforce professionals and validates the candidate's skills and knowledge, making them more marketable and desirable to potential employers.

Salesforce ADX261 Exam is intended for administrators who are responsible for administering and maintaining Service Cloud within their Salesforce org. ADX261 exam is designed to test the candidate's knowledge and skills in configuring and managing Service Cloud features, such as case management, knowledge management, and the Service Console. ADX261 exam also evaluates the candidate's understanding of Salesforce's best practices for managing customer service operations.

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q46-Q51):

NEW QUESTION # 46

As part of a service improvement project, Cloud Kicks (CK) has implement Knowledge management for its support agents. Several months after the implementation, CK management notices an inconsistency in reported customer satisfaction, CPIS show a decrease; however, many customers have provided testimonials about great support experinces.
Which KPI should help explain the disparity?

- A. Track the average calls per day, average cases per agent, and average cases per case type.
- B. Measure difference in CSAT ol cases with and without articles attached.
- C. Track not promoter scores as part of an automated survey after case closure for every cote.
- D. Benchmark the average cases per agent versus the team average across each case channel

Answer: C

Explanation:
Tracking Net Promoter Scores (NPS) as part of an automated survey after case closure for every case is a KPI that can help explain the disparity between customer satisfaction and CSAT. NPS is a metric that measures how likely customers are to recommend a company or product to others, based on a scale from 0 to 10. NPS can help capture the overall loyalty and satisfaction of customers, as well as their feedback and testimonials. NPS can be integrated with Salesforce using third-party apps or custom solutions. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.nps_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.nps_salesforce.htm&type=5

NEW QUESTION # 47

Universal Containers is migrating from Classic Knowledge to Lightning Knowledge using the Lightning Knowledge Migration Tool and noticed that none of the Article file attachments were migrated. How can a Consultant migrate the file attachments?

- A. Use the Files Related List on each article to add files to your articles.
- B. Upload the files as Documents, then relate them to the migrated Articles.
- C. Use the Lightning Knowledge Migration Tool and choose 'include files'.
- D. Post the Files to the Chatter Feed on each Article.

Answer: A

Explanation:
The Knowledge Importer is a tool that allows you to import articles from CSV files into Lightning Knowledge. However, it does not support importing file attachments from external knowledge bases. To migrate the file attachments, you need to use the Files Related List on each article to add files to your articles manually. You can upload files from your computer or select files from Salesforce or an external source such as Google Drive or Box. Verified Reference: [Import Articles into Lightning Knowledge] and [Add Files to Articles]

NEW QUESTION # 48

Cloud Kicks' service agents frequently receive requests for order updates. All order information is managed by a separate cloud-based enterprise resource planning (ERP) system.

Agents currently jump between applications to search for these details and have asked if this process can be improved.

Which approach should the consultant recommend to streamline the process?

- A. Create a batch integration process that runs hourly to pull all order updates into Salesforce
- B. Use Salesforce Connect and External Objects to represent this information in Salesforce.
- C. Create a dynamic action that launches the ERP system with a deep link to the order locator.

Answer: B

Explanation:

To streamline the process for service agents seeking order updates from a separate ERP system, using Salesforce Connect to integrate External Objects is recommended. This approach allows real-time access to order information directly within Salesforce, eliminating the need to switch between applications and improving efficiency in handling customer requests.

NEW QUESTION # 49

The cost of providing contact center support has steadily increased. Universal Containers wants to take cost-saving measures.

What should the consultant recommend?

- A. Create auto-response templates for Case emails.
- B. Configure a self-service Knowledge Base.
- C. Configure Skills-Based Routing for service channels.

Answer: B

Explanation:

To reduce the cost of providing contact center support, configuring a self-service Knowledge Base is advisable. This enables customers to find answers to their queries without needing to contact support agents directly, potentially reducing the volume of support inquiries and associated costs, while also improving customer satisfaction through quick self-resolution.

NEW QUESTION # 50

What should a consultant recommend service agents use?

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

Answer: D

Explanation:

Einstein Next Best Action Strategy Builder is a tool that allows service agents to create and manage recommendation strategies for different scenarios. A recommendation strategy is a set of rules and logic that determines which actions or offers are most relevant for a given situation. By using Einstein Next Best Action Strategy Builder, service agents can provide personalized and consistent guidance to customers across different channels and devices.

NEW QUESTION # 51

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