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To prepare for the ADX261 exam, candidates must have a solid understanding of Service Cloud features, architecture, and best practices. They must also have experience in configuring and customizing Service Cloud to meet business requirements. Salesforce recommends that candidates have at least six months of hands-on experience with Service Cloud before attempting the exam.

The ADX261 Exam is a multiple-choice exam consisting of 60 questions that must be completed within 105 minutes. The questions on the exam are designed to test the candidate's knowledge of Service Cloud Administration, including topics such as case management, entitlement management, service contracts, and service level agreements.

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Salesforce ADX261 Exam is ideal for individuals who are looking to enhance their career prospects in the Salesforce ecosystem or for those who are looking to take their Salesforce Service Cloud administration skills to the next level. Administer and Maintain Service Cloud certification exam is designed to validate the expertise of professionals in the Service Cloud domain, and it is recognized by employers worldwide. Passing ADX261 Exam demonstrates that the candidate has the skills and knowledge needed to administer and maintain Service Cloud, which is a crucial component of the Salesforce platform.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q10-Q15):

NEW QUESTION # 10

To help Service Agents more accurately respond to Cases, Universal Containers want a list of relevant Articles displayed on the Case record page.

How should a consultant configure this requirement?

- **A. Add the Knowledge Component to the Case record page.**
- B. Add Knowledge Data Categories to each Case.
- C. Add the Knowledge tab to the Service Console.
- D. Add the Knowledge related list to the Case record page.

Answer: A

NEW QUESTION # 11

Universal Containers provides customer support for both new products and routine maintenance of existing products. The cases for both types have many stages and fields in common; however, the maintenance cases have additional stages and fields that need to be captured. Which feature should a consultant recommend to accomplish this objective?

- **A. Support Processes**
- B. Approval Processes
- C. Support Types

Answer: A

NEW QUESTION # 12

Universal Containers (UC) plans to implement a chatbot within its healthcare division to increase case deflection, reduce wait times, and save agents time so they can work on more complex issues.

The UC stakeholder has raised a risk about the Health Insurance Portability and Accountability Act (HIPAA) and other common compliance standards when using chatbots.

What should a consultant do to address the risk?

- A. Create a bot in the production org and use the information captured in Conversation Logs to confirm that no healthcare data was discussed.
- **B. Share information about bot security, availability, and confidentiality of healthcare data found on Salesforce Trust and Einstein Platform Compliance.**
- C. Conduct a discovery session with the stakeholder to ensure the voice and tone of the bot meet the required healthcare compliance standards.

Answer: B

Explanation:

Addressing compliance concerns, particularly with HIPAA, involves demonstrating the security measures and data handling protocols Salesforce employs. Sharing detailed information about how Salesforce and its Einstein Platform ensure the security, availability, and confidentiality of healthcare data helps mitigate risks and assures stakeholders of compliance with regulatory standards.

NEW QUESTION # 13

Which three are characteristics of Visual Workflow? Choose 3 answers

- A. Elements can be used to pass data to legacy systems.
- B. Apex code must be used to pass data to legacy systems.
- C. Elements can be used to update fields in the database.
- D. Apex code must be used to update fields in the database.
- E. Only one version of a flow can be activated at a time.

Answer: A,D,E

NEW QUESTION # 14

Universal Containers is trying to reduce the amount of time support agents spend creating cases. The new method case creation must allow for 4000 - 5000 new cases a day, as well as the attachment of documents under 25 MB by the customer.

Which method should the consultant suggest?

- A. On-Demand Email-to-case
- B. Omni channel routing
- C. Standard email to case
- D. Web to case forms

Answer: C

Explanation:

Standard email to case is a feature that allows you to automatically create cases from incoming emails sent to your company's support addresses. Standard email to case can handle emails with attachments up to 25 MB in size (minus any text in the email). Standard email to case also preserves email formatting and supports HTML emails with embedded images. Standard email to case is suitable for creating 4000 - 5000 new cases a day, as well as allowing customers to attach documents under 25 MB by email. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Email-to-Case Overview

NEW QUESTION # 15

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