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Salesforce ADX261 (Administer and Maintain Service Cloud) certification exam is designed to test an individual's knowledge and skills in administering and maintaining the Service Cloud platform. Administer and Maintain Service Cloud certification is ideal for professionals who are responsible for managing the Service Cloud platform and ensuring the successful implementation and maintenance of Service Cloud solutions for their organizations. ADX261 exam includes topics such as account and contact management, case management, knowledge management, service entitlements, and analytics.

Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is an essential certification for Salesforce administrators who want to specialize in Service Cloud administration. ADX261 Exam is designed to evaluate the candidate's knowledge and skills in managing and maintaining the Service Cloud platform, and it covers a wide range of topics related to Service Cloud solutions. Candidates who pass the exam will be recognized as experts in Service Cloud administration and will be equipped to design, implement, and manage Service Cloud solutions that meet the needs of the business.

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.

## Salesforce ADX261 Practice Engine - ADX261 Official Cert Guide

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### Salesforce Administer and Maintain Service Cloud Sample Questions (Q117-Q122):

#### NEW QUESTION # 117

The VP of service at Universal Containers wants to make it easier and faster for support agents to send Knowledge articles to the customer.

What should a consultant configure to send the article to the customer?

- A. Set up the Case Deflection component to share Knowledge articles.
- **B. Create a Macro to send an email with Knowledge articles.**
- C. Create an auto-response rule that links to Knowledge articles.

**Answer: B**

Explanation:

To facilitate the quick and easy sending of Knowledge articles to customers by support agents, creating a Macro that automates the process of attaching articles to an email is recommended. This streamlines the sharing of helpful information, enhancing the support experience for customers while increasing efficiency for agents.

#### NEW QUESTION # 118

What are three considerations when adding a report chart to a Console Component?

Choose 3 answers

- **A. The report contains a chart.**
- B. The report is shared with a Chatter Group.
- **C. The report is a Summary or Matrix report.**
- D. The report has a standard Report Type.
- **E. The report chart is added to the Page Layout.**

**Answer: A,C,E**

Explanation:

These are three considerations when adding a report chart to a Console Component. The report must contain a chart that displays data in a graphical format. The report must be a Summary or Matrix report that groups data by rows and columns. The report chart must be added to the Page Layout of the object that the report is based on. Verified Reference: :

[https://help.salesforce.com/s/articleView?id=sf.console2\\_components\\_report\\_chart.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.console2_components_report_chart.htm&type=5) :

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#### NEW QUESTION # 119

An organization has requested guidance on how to delete customers' personal data when they are no longer associated with the company to stay compliant with global data protection and privacy regulations.

Which solution should the consultant recommend to meet the requirement?

- A. Search and remove all customer information, including records and in unindexed freetext fields, and refresh sandboxes to ensure no data retention.
- B. Search for all customer information in production and manually edit the fields of each record to scramble the data so that it is no longer searchable
- C. Search for all customer information across environments and deactivate accounts or Experience Cloud users associated with the contact.

**Answer: A**

Explanation:

To comply with global data protection and privacy regulations, the consultant should recommend systematically searching for and removing all customer personal data from production and sandbox environments. This includes data in records and unindexed free text fields, followed by refreshing sandboxes to eliminate any residual data, ensuring compliance and safeguarding customer privacy.

#### NEW QUESTION # 120

Universal Containers (UC) is planning to use Service Cloud Messaging to send SMS messages to customers. Messages are always between 175 and 255 characters.

What should the consultant recommend that UC use for messaging?

- A. SMS Long Code
- B. SMS Enhanced
- C. SMS Short Code

**Answer: A**

Explanation:

For sending SMS messages between 175 and 255 characters, using SMS Long Code is recommended. Long Codes are standard telephone numbers used for longer text message communications, suitable for more detailed SMS interactions with customers while providing a more personalized experience.

#### NEW QUESTION # 121

Managers at Cloud Kicks often need to update the Case Type field for up to 75 cases at one time using list views.

Which Service Console productivity tool should a consultant recommend?

- A. Use a mass Quick Action.
- B. Run a macro on each case.
- C. Use a keyboard shortcut.

**Answer: A**

#### NEW QUESTION # 122

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