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Adobe® (S70261) Administrator and Network Service Cloud



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Salesforce ADX261 Exam Syllabus Topics:

Topic	Details
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Salesforce ADX261 exam is a certification test that focuses on an administrator's ability to administer and maintain Service Cloud. ADX261 exam is designed to test an administrator's knowledge of the Service Cloud features and capabilities, as well as their ability to maintain and manage the Service Cloud platform. ADX261 Exam is a valuable credential for professionals who want to demonstrate their mastery of Service Cloud administration and maintenance.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q197-Q202):

NEW QUESTION # 197

service representatives are complaining that their lightning service console is too crowded Making it difficult to find tab and features required. After reviewing service console all configured features are required.

- A. Define criteria-based record page components
- B. Create multiple console layouts
- C. Configure Macros
- **D. Enable keyboard shortcuts**

Answer: D

NEW QUESTION # 198

Cloud Kicks plans to use case teams to help collaborate on difficult issues. Support agents can use predefined case teams to add specialists on a case. Specialists need to be able to view cases and add related records to the case.

What is the recommended level of case access for the Case Team role?

- **A. Read-Only**
- B. Territory Rule
- C. Private

Answer: A

Explanation:

For specialists added to predefined case teams, providing Read-Only access as the level of case access for the Case Team role is recommended. This allows specialists to view cases and related records without the ability to edit case details, ensuring they can contribute to case resolution while maintaining data integrity.

NEW QUESTION # 199

Cloud Kicks (CK) has multiple product lines. CK is preparing to launch a public knowledge base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on its product.

What is the recommended method to meet the requirement?

- A. Screen Flow
- B. Topics for objects
- **C. Data Category groups**

Answer: C

NEW QUESTION # 200

Which feature should a consultant recommend to prompt a Tier 2 service representative to take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting?

- **A. Path for Cases**
- B. Escalation Rules
- C. Einstein Next Best Action

Answer: A

Explanation:

To assist a Tier 2 service representative in taking over case processing from Tier 1 and understanding the troubleshooting progress, "Path for Cases" is recommended. Path visually guides agents through the different stages of a case, providing them with the necessary context and guidance at each step. This feature helps in streamlining the handover process and ensures that Tier 2 representatives are immediately aware of the actions taken by Tier 1, enhancing efficiency and case resolution times.

NEW QUESTION # 201

Cloud Kicks uses Service Cloud and Slack. For difficult cases, service agents want to create a swarm in Slack to pull in experts from multiple How should the consultant recommend an agent launch a swarm?

- A. Dynamic Form
- **B. Quick Action**
- C. Apex Trigger
- D. Scheduled flow

Answer: B

Explanation:

A quick action is the recommended way to launch a swarm in Slack from Service Cloud, because it allows agents to create a Slack channel, invite experts, and share case details with one click. A quick action can be added to the case page layout or the case feed.
Verified Reference: 2: Create a Swarm in Slack

NEW QUESTION # 202

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