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Salesforce ADX261 exam consists of 60 multiple-choice questions that must be completed within 105 minutes. ADX261 exam is designed to test the candidates' knowledge of key Service Cloud features, such as case management, knowledge management, Omni-channel routing, and Salesforce Console. Additionally, the exam evaluates the candidate's ability to configure and customize Service Cloud to meet specific business requirements. ADX261 Exam also covers key topics related to maintaining and troubleshooting Service Cloud solutions.

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To prepare for the Salesforce ADX261 exam, candidates should have a solid understanding of Salesforce fundamentals and Service Cloud concepts. They should also have hands-on experience working with Service Cloud and be familiar with key Service Cloud features and capabilities. Salesforce offers a variety of resources, including Trailhead modules, study guides, and instructor-led courses, to help candidates prepare for the exam. With the right preparation and knowledge, passing the Salesforce ADX261 Exam can be a significant milestone in a Salesforce professional's career.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q34-Q39):

NEW QUESTION # 34
The contact center at Universal Containers offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. Which two reports should the contact center manager present to executive management? Choose 2 answers

- A. Number of cases created using Communities by month.
- B. Number of cases closed by self-service users.
- C. Average call handle time by team.
- D. Number of Knowledge articles created each month.

Answer: A,B

Explanation:
These two reports are useful for demonstrating the success of self-service initiatives, as they show how many customers are able to resolve their issues without contacting an agent, and how many customers are using the Community as a channel for support. These reports can indicate a reduction in case volume and an increase in customer satisfaction. Verified Reference: [Salesforce Help: Self-Service Metrics] and [Salesforce Help: Community Reports]

NEW QUESTION # 35
Ursa Major Solar provides onsite support for customers' solar panels. Dispatched technicians work in a specific geography during set hours of the day. Managerrefit wants to minimize the number
of rescheduled appointments by ensuring technicians have the required products to complete repairs.
Which feature should a Service Cloud consultant recommend?

- A. Work Oder Assignment
- B. Service Appointment Bundling
- C. Operating Hours and Shifts
- D. Field Service Inventory

Answer: D

Explanation:
Field Service Inventory is a feature that allows technicians to track and manage the products they need to complete their work orders. It also helps managers to optimize inventory levels and replenishment across warehouses and service vehicles. By using Field Service Inventory, Ursa Major Solar can ensure that technicians have the required products to complete repairs and minimize the number of rescheduled appointments

NEW QUESTION # 36
Universal Containers need to determine whether the work orders and customer contacts should be stored as chil cases or on a related custom object.
Which three aspect should the consultant consider to meet the requirements?
Choose 3 answers

- A. Accoun team relationship to the primary contact

- B. Visibility and accesst to the work order records
- C. Case closure rules on the original case
- D. Work order and customer contact escalation requiements
- E. Total number of accound and contact records in the database

Answer: B,C,D

Explanation:
These are three aspects that the consultant should consider to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object. Work order and customer contact escalation requirements are aspects that affect how urgent and complex the work orders and customer contacts are, and how they should be handled by different levels of agents or managers. Visibility and access to the work order records are aspects that affect who can view and edit the work order records, and how they are shared with other users or groups. Case closure rules on the original case are aspects that affect when and how the original case can be closed, and what actions need to be performed on the related records before closing the case.
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NEW QUESTION # 37
Universal Containers provides customers with different service levels based on their services agreement. The VP of customer service wants to use Service Cloud to track when cases have yet to reach certain stages and ensure that senior management is alerted accordingly.
Which feature should a consultant recommend to address this requirement?

- A. Entitlements and Milestones
- B. Reports and Dashboards
- C. Service Contracts

Answer: A

Explanation:
To track case progress against service levels and alert senior management for cases not reaching certain stages, Entitlements and Milestones within Service Cloud are recommended. This feature enables organizations to define specific service levels and the associated timelines for case resolution. Milestones can be used to monitor critical stages in case resolution, and actions can be configured to alert management if cases are at risk of breaching service levels.

NEW QUESTION # 38
Cloud Kicks frequently works with distribution partners who have complex issues that need immediate attention. To solve the issues, Tier 2 support often needs to engage other teams within the organization. The team uses Slack to communicate internally.
Which solution should the consultant recommend to meet the needs of the organization?

- A. Swarming
- B. Omni-Channel routing
- C. Case escalation

Answer: A

Explanation:
For addressing complex issues requiring immediate attention and collaboration across multiple teams, recommending the swarming approach, particularly facilitated through Slack for Service, is advised. Swarming enables cross-functional teams to come together quickly to solve issues, leveraging collective expertise and improving resolution times for complex cases.

NEW QUESTION # 39
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