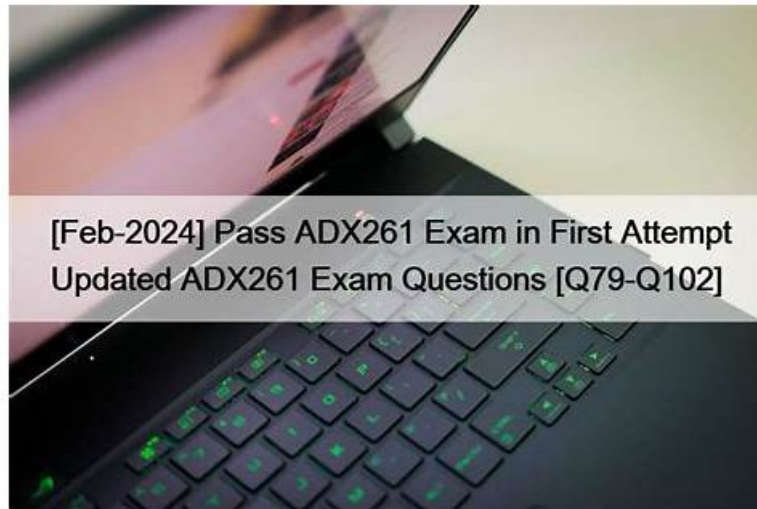# ADX261 Test Preparation & ADX261 Exam Questions & ADX261 Test Prep

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Our ADX261 preparation exam have assembled a team of professional experts incorporating domestic and overseas experts and scholars to research and design related exam bank, committing great efforts to work for our candidates. Most of the experts have been studying in the professional field for many years and have accumulated much experience in our ADX261 Practice Questions. So we can say that our ADX261 exam questions are the first-class in the market. With our ADX261 learning guide, you will get your certification by your first attempt.

Candidates for the ADX261 certification exam should have experience in administering and maintaining Salesforce Service Cloud solutions. They should be familiar with the Salesforce platform and have a good understanding of the Service Cloud data model, processes, and automation. They should also have experience in configuring and customizing Service Cloud to meet the needs of customers.

Salesforce ADX261 is an exam designed for professionals who want to demonstrate their expertise in administering and maintaining Service Cloud. Service Cloud is a customer service platform that helps businesses manage their customer interactions and deliver exceptional customer service. ADX261 Exam validates the candidate's knowledge and skills in implementing, configuring, and maintaining Service Cloud solutions. Passing ADX261 exam is a great way to demonstrate your mastery of Service Cloud and boost your career prospects in the Salesforce ecosystem.

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New Release ADX261 PDF Questions [2026] - Salesforce ADX261 Exam Dumps

Many people think that passing some difficult Salesforce certification exams needs to be proficient in much of ADX261 expertise and only these Salesforce personnels who grasp the comprehensive knowledge would be able to enroll in the exam. In fact, there are many ways to help you make up for your lack of knowledge, and pass the ADX261 Certification exams in the same. Perhaps you would spend less time and effort than the people who grasp fairly comprehensive expertise. The saying goes, all roads lead to Rome.

Salesforce ADX261 Exam is an excellent opportunity for professionals to showcase their expertise in Salesforce Service Cloud administration and maintenance. Administer and Maintain Service Cloud certification validates the candidate's skills and knowledge, making them more marketable and desirable to potential employers. Additionally, the certification provides access to a community of Salesforce professionals, where one can learn from and network with fellow certified professionals.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q35-Q40):

NEW QUESTION # 35
Universal Containers is using WhatsApp to provide support to customers in Service Console.
Agents would like to preview PDFs sent
by customers from the chat window.
What should a consultant recommend?

- A. Download the PDFs from the chat.
- B. Ask the customer to send the PDF via email.
- C. Use File Preview in the chat.

Answer: C

Explanation:
For agents who wish to preview PDFs sent by customers via WhatsApp in the Service Console, using File Preview functionality within the chat interface is recommended. This feature allows agents to view PDF attachments directly within the chat window, improving efficiency by eliminating the need to download files for review.

NEW QUESTION # 36
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. Operating Hours and Shifts
- B. Service Appointment Bundling
- C. Field Service Inventory
- D. Work Oder Assignment

Answer: C

Explanation:
Field Service Inventory is a feature that can help minimize the number of rescheduled appointments by ensuring technicians have the required products to complete repairs. Field Service Inventory allows administrators to track and manage the inventory of products that technicians need to perform their work, such as parts, tools, or consumables. Field Service Inventory can help assign products to technicians based on their skills, location, and availability, as well as replenish products from warehouses or suppliers. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.field_service_inventory_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.field_service_inventory_setup.htm&type=5

NEW QUESTION # 37
Universal Containers wants to let its customers interact real-time with support agents from their computers and mobile devices.
What feature should a consultant recommend to meet this requirement?

- A. Customer Community
- B. Embedded Chat Service
- C. Case Assignment Rules
- D. Web-to-Case

Answer: B

Explanation:
Embedded Chat Service is a feature that allows customers to interact real-time with support agents from their computers and mobile devices. Embedded Chat Service can be added to any website or mobile app with a few lines of code. Customers can initiate a chat session by clicking on a chat button or widget, and agents can respond using the Service Console. Embedded Chat Service also supports features such as pre-chat forms, chat transcripts, chat transfer, file transfer, and chatbot integration. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Embedded Chat Service Overview

NEW QUESTION # 38
Universal Containers has decided to implement a Web-to-Case form on its website so customers can submit support requests

instead of calling the customer service center. The product owner has asked the consultant to create the implementation plan and research solutions.
What should the consultant do before creating an implementation plan?

- A. Review Service Setup Assistant for Web-to-Case.
- B. Review guidelines and limits for Web-to-Case.
- C. Review Einstein Conversation Mining for Web-to-Case.

Answer: B

NEW QUESTION # 39

Universal Containers (UC) has regional contact centers around the world. UC has implemented Service Cloud with the organization wide default for Cases set to Private. The UC role hierarchy is set up by region. Support managers want to see support metrics for their region by default. UC needs a scalable solution.
Which strategy should a consultant recommend?

- A. Create a dashboard for each support manager.
- B. Create a dashboard using Reporting Snapshots.
- C. Create a Dynamic Dashboard.

Answer: C

Explanation:
For a scalable solution that allows support managers to see regional support metrics by default, creating a Dynamic Dashboard is advisable. Dynamic Dashboards display data according to the viewer's access permissions and role hierarchy, enabling each support manager to view metrics specific to their region automatically, without the need for multiple individual dashboards.

NEW QUESTION # 40

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