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Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is a certification program offered by Salesforce for professionals who are keen to enhance their skills and knowledge in the field of service cloud administration. Administer and Maintain Service Cloud certification program is designed for administrators who have experience in administering Salesforce Service Cloud, including configuring and managing Service Cloud features, setting up and maintaining service entitlements, and managing case lifecycles.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q147-Q152):

NEW QUESTION # 147

A consultant has been asked to advise Cloud Kicks (CK) on how to manage 5 years of case data so it is available to customers upon request.

Which feature will help CK users archive and access the case information from an External Object?

- A. Salesforce Big Object
- B. Salesforce Case History Object
- C. Salesforce connect

Answer: C

NEW QUESTION # 148

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

Answer: C

NEW QUESTION # 149

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. Web-to-CaM
- B. Embedded Chat Service
- C. Case Assignment Rules
- D. Experience Cloud site

Answer: B

NEW QUESTION # 150

A client's Support Call Center has seen an increase in call volume on a new product line. The agents are having problems resolving issues and have been escalating to Tier 2 for support.

Which action should be taken to reduce the call volumes and escalations?

- A. Create Knowledge Articles and publish internally and publicly.
- B. Configure IVR routing to bypass Tier 1 for the product line.
- C. Configure Omni-channel to assign cases directly to Tier 2.
- D. Create a dashboard to track and manage call volumes by type.

Answer: A

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