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The ADX261 exam is a multiple-choice exam consisting of 60 questions that must be completed within 105 minutes. The questions on the exam are designed to test the candidate's knowledge of Service Cloud Administration, including topics such as case management, entitlement management, service contracts, and service level agreements.

To prepare for the ADX261 exam, candidates should have experience working with Service Cloud in Salesforce and should be familiar with the concepts and best practices related to administering and maintaining Service Cloud. Salesforce provides a range of resources to help candidates prepare for the exam, including online training courses, study guides, and practice exams. Successful completion of the ADX261 Exam demonstrates that the candidate has the knowledge and skills necessary to effectively administer and maintain Service Cloud, and can be a valuable asset for organizations looking to optimize their customer service operations in Salesforce.

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Salesforce ADX261 Certification Exam is a 90-minute exam consisting of 60 multiple-choice questions. ADX261 exam is available in English and can be taken online or in-person at a proctored testing center. Individuals who pass the exam will earn the Salesforce Certified Service Cloud Consultant credential, which demonstrates their expertise in administering and maintaining Service Cloud solutions.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q136-Q141):

NEW QUESTION # 136

Universal Containers implemented Case Management to support business-to-consumer (B2C) customers. One custom field includes the customer's Personal Identifiable Information (PII) data. When a case is submitted, an account manager requires Read-Only access and needs to view the customer's PII data. A support engineer requires Read and Write access but no visibility into the customer's PII data.

Which solution should a consultant recommend to meet the requirements?

- A. Configure View All for the Case object and field-level security.
- **B. Configure Case Team with Read Write and field-level security.**
- C. Configure OWD for the Case object and implement Salesforce Shield.

Answer: B

Explanation:

To meet the requirements of different access levels for account managers and support engineers, configuring Case Teams with appropriate roles and applying field-level security to the Personal Identifiable Information (PII) data field is advisable. This approach allows for granular control over access to case information and PII data, ensuring that each role has the necessary permissions while maintaining data privacy and security.

NEW QUESTION # 137

Universal Containers case managers receive a high volume of new cases daily and would like to improve efficiency across multiple teams with multiple disparate product specializations. Currently, all cases are automatically distributed evenly across all case managers, regardless of the case manager's knowledge of the products related to the case.

What should a consultant recommend to modify the Case Assignment rules?

- A. Implement Einstein Article Recommendations.
- B. Implement Queue-Based Routing
- **C. Implement Skills-Based Routing.**

Answer: C

NEW QUESTION # 138

VP of service at universal containers wants to make it easier and faster for support reps to send knowledge articles to customers. What should a consultant configure to satisfy this request?

- A. Create a macro to send an email with the article to customer
- **B. Create a lightning email template to send article to customer**
- C. Create a workflow email alert to send the article to the customer
- D. Create an auto response rule to send the article to the customer

Answer: B

NEW QUESTION # 139

Universal Containers is preparing to implement Service Cloud for its global Support team. Requirements gathering sessions have resulted in a large set of required deliverables.

What should a consultant recommend as the next step?

- A. Provide a timeline that addresses all the requirements.
- B. Prioritize the requirements based on who submitted them.
- C. Organize the requirements from largest to smallest.
- D. **Identify the requirements needed for initial GoLive.**

Answer: D

Explanation:

Identifying the requirements needed for initial GoLive is the recommended next step after gathering a large set of required deliverables for implementing Service Cloud. Identifying the requirements needed for initial GoLive involves prioritizing the requirements based on their importance, urgency, complexity, and dependency. This can help determine the scope and timeline of the project, as well as the resources and budget needed. Identifying the requirements needed for initial GoLive can also help avoid scope creep, manage expectations, and ensure a successful implementation. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Project Management Best Practices

NEW QUESTION # 140

The cost of providing contact center support has steadily increased. Universal Containers wants to take cost-saving measures.

What should the consultant recommend?

- A. **Configure a self-service Knowledge Base.**
- B. Create auto-response templates for Case emails.
- C. Configure Skills-Based Routing for service channels.

Answer: A

Explanation:

To reduce the cost of providing contact center support, configuring a self-service Knowledge Base is advisable. This enables customers to find answers to their queries without needing to contact support agents directly, potentially reducing the volume of support inquiries and associated costs, while also improving customer satisfaction through quick self-resolution.

NEW QUESTION # 141

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