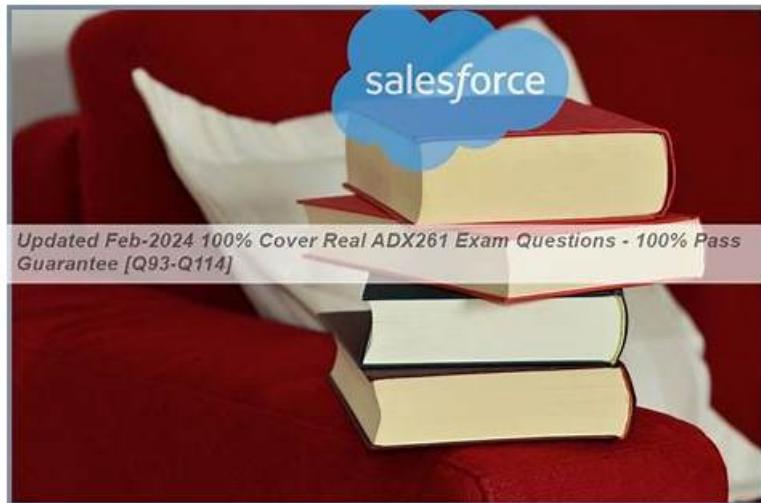


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Salesforce ADX261 Exam is an essential certification for professionals who want to demonstrate their expertise in administering and maintaining the Service Cloud. It tests the candidate's knowledge and skills in various aspects of the Service Cloud, and passing the exam provides a competitive edge in the job market. Administer and Maintain Service Cloud certification is relevant for professionals responsible for the Service Cloud and for those looking to enhance their career in the Salesforce ecosystem.

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Salesforce ADX261 exam is an essential certification for administrators who are responsible for administering and maintaining Service Cloud within their Salesforce org. Administer and Maintain Service Cloud certification demonstrates the candidate's knowledge and skills in configuring and managing Service Cloud features and their understanding of Salesforce's best practices for managing customer service operations. Passing the exam will help the candidate stand out from the crowd and open up opportunities for career advancement.

Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is designed for professionals who want to demonstrate their expertise in administering and maintaining Service Cloud. ADX261 Exam is intended for individuals who have experience working with the Service Cloud platform and have a deep understanding of its features and capabilities. Administer and Maintain Service Cloud certification validates the skills required to effectively manage and maintain Service Cloud solutions, ensuring that they meet the needs of the business and deliver a superior customer experience.

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

NEW QUESTION # 147

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database.

Which factor should a Consultant consider as part of the migration strategy?

- A. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.
- B. Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.
- C. Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.
- D. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.

Answer: A

Explanation:

Ensuring that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content is a factor that a consultant should consider as part of the migration strategy for Knowledge articles. An article type is a template that defines the layout, fields, and data categories for an article. An article type can be customized to suit different types of content or audiences. When migrating articles from an external database to Salesforce Knowledge, it is important to ensure that there is a matching article type for each existing article type in Salesforce Knowledge, so that the articles can be imported without losing any information or formatting. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Article Types Overview

NEW QUESTION # 148

Universal Containers (UC) recently expanded sales to Mexico and Canada, UC wants Omni-Channel to route cases to agents who speak the customer's preferred language and have the right knowledge to solve the issue.

Which solution should a consultant recommend to meet the requirements?

- A. Configure Omni-Channel Queue-Based Routing.
- B. Configure Case Assignment rule and Omni-Channel Supervisor.
- C. **Configure Omni-Channel Skills-Based Routing.**

Answer: C

Explanation:

For Universal Containers to efficiently route cases based on language proficiency and subject matter expertise, Skills-Based Routing in Omni-Channel is the optimal solution. This configuration allows administrators to define specific skills, such as language proficiency or technical knowledge, and assign them to agents. Cases can then be automatically routed to agents who possess the required skills to address the customer's needs, ensuring effective communication and resolution.

NEW QUESTION # 149

Managers at Cloud Kicks often need to update the Case Type field for up to 75 cases at one time using list views.

Which Service Console productivity tool should a consultant recommend?

- A. Run a macro on each case.
- B. Use a keyboard shortcut.
- C. **Use a mass Quick Action.**

Answer: C

Explanation:

For managers at Cloud Kicks who need to update the Case Type field for multiple cases at once using list views, utilizing a mass Quick Action is the recommended Service Console productivity tool. Mass Quick Actions allow users to make updates to multiple records simultaneously from a list view, streamlining the process of updating case information and enhancing efficiency in case management workflows.

NEW QUESTION # 150

Service agents at Cloud Kicks frequently encounter duplicate cases that customers in different channels created. Management would like to provide a method for service agents to combine duplicates and delete one of the cases. Which action should a Service Cloud consultant recommend?

- A. Set a validation rule
- B. Create an auto-launched flow.
- **C. Enable Case Merge.**
- D. Configuration a blocking duplicate rule

Answer: C

Explanation:

Case Merge is a native feature that allows agents to merge up to three duplicate cases into one master case, and delete the other cases. Case Merge preserves the case history, comments, attachments, and related records of all the merged cases. Case Merge can be enabled from Setup > Case Merge Settings. Verified Reference: : Merge Duplicate Cases in Lightning Experience

NEW QUESTION # 151

What approach should a Consultant use to ensure that Knowledge searches only display articles for a service agent's product specialization?

- A. Create a permission set for each record type; assign permissions to service agents.
- **B. Create a page layout for each record type; assign layouts to service agents.**
- C. Create a data category for each product; assign data categories to service agents.
- D. Create an article action for each record type; assign record types to service agents.

Answer: B

NEW QUESTION # 152

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