

# ADX261 Exam Dumps - Achieve Better Results

Administer and Maintain Service Cloud



**ADX261 Study Tool Has a High Probability to Help You Pass the Exam - Prep4sureExam**

Our experts are constantly looking for creative way to demystify our ADX261 actual exam to this day. Their experiences are instrumental to offer help and improve your performance on the real exam. Being allocated to these practice materials, you strategically will passing the exam into our ADX261 Exam Materials with perfect arrangement and complete compliance of the target, our ADX261 practice materials can project the exam candidates to practice with efficiency.

We take no much risk in the high pass rate of our ADX261 study questions because according to the statistics that the frequency of us of our customers under the guidance of our ADX261 exam materials the pass rate has reached as high as 90% to 100%, which means the highest pass rate in the field. So if you really want to pass the ADX261 Exam, as well as getting the certification with no danger of anything going wrong, just first get access to try our ADX261 learning guide.

[-> ADX261 Exam Study <-](#)

**ADX261 Real Braindumps, New ADX261 Exam Answers**

Preparation occurs when using our ADX261 preparation guide. They can even increase amplitude of your success in this line. Of course, knowledge will come to you from our ADX261 training guide. There is no unachieved problem when our ADX261 Learning Materials. Moreover, by their download from our website, more than 80 percent of clients conquered the difficulties. So can you as long as you try our ADX261 exam braindumps.

**Salesforce ADX261 Exam Syllabus Topics:**

Topic	Describe
-------	----------

ADX261 Study Tool Have High Knowledge in Help You Pass the Exam - Prep4sureExam

BTW, DOWNLOAD part of Itcertmaster ADX261 dumps from Cloud Storage: <https://drive.google.com/open?id=1C3MUqx7E7yqA9y8vJSKUY099Saf0Devi>

Once you enter into our official website, you will find everything you want. All the ADX261 test engines are listed orderly. You just need to choose what you are willing to learn. In addition, you will feel comfortable and pleasant to shopping on such a good website. All the contents of our ADX261 practice test are organized logically. Each small part contains a specific module. You can clearly get all the information about our ADX261 Study Guide. If you cannot find what you want to know, you can have a conversation with our online workers. They have been trained for a long time. Your questions will be answered accurately and quickly. We are still working hard to satisfy your demands. Please keep close attention to our ADX261 training material.

Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is designed for professionals who want to validate their knowledge and skills in administering and maintaining the Service Cloud on the Salesforce platform. Administer and Maintain Service Cloud certification is suitable for experienced administrators who have worked with the Service Cloud for at least six months and have a deep understanding of its features and functionalities.

Salesforce ADX261 examination, with its comprehensive coverage of service cloud administration knowledge and expertise, serves as an excellent measure of individuals' proficiency in managing Salesforce Service Cloud implementations. Obtaining this certification validates the knowledge and practical expertise of individuals in this highly sought-after field, positioning them as valuable contributors to organizations seeking Salesforce specialists.

## Salesforce ADX261 Exam Questions - Easily Pass The Exam

It is generally acknowledged that candidates who earn the Administer and Maintain Service Cloud (ADX261) certification ultimately get high-paying jobs in the tech market. Success in the Administer and Maintain Service Cloud (ADX261) exam not only validates your skills but also helps you get promotions. To pass the Administer and Maintain Service Cloud test in a short time, you must prepare with ADX261 Exam Questions that are real and updated. Without studying with ADX261 actual questions, candidates fail and waste their time and money.

### Salesforce Administer and Maintain Service Cloud Sample Questions (Q57-Q62):

#### NEW QUESTION # 57

Universal Containers wants to import an external knowledge base to Lightning Knowledge using the Knowledge Importer. How should this be implemented?

Choose 2 answers

- A. Article Record Types must be created before the import.
- B. Each Article Record Type must be in a separate CSV.
- C. Article Record Types will be created as part of the import.
- D. Multiple Article Record Types can be imported in the same CSV.

**Answer: A,B**

Explanation:

Article record types are record types that define different types of articles in Lightning Knowledge, such as FAQs, How-Tos, Policies, etc. They determine which fields, page layouts, and actions are available for each article type. To import an external knowledge base to Lightning Knowledge using the Knowledge Importer, you need to create article record types before the import and have each article record type in a separate CSV file. The CSV file name must match the article record type name exactly.

Verified Reference: [Import Articles into Lightning Knowledge]

#### NEW QUESTION # 58

Universal Containers wants to develop a new Case Management solution. The end-to-end solution will include integrations with third-party systems.

Following best practices, which development and deployment path should a consultant recommend?

- A. Set up separate sandboxes for development, quality assurance, and user acceptance testing, and then move the features to production.
- B. Develop in one sandbox, complete quality assurance in a different sandbox, and then perform user acceptance and integration testing in production.
- C. Develop and test Salesforce functionality in one sandbox, and then rebuild the functionality in production.

**Answer: A**

Explanation:

Following best practices for developing a new Case Management solution that includes third-party integrations, it's advisable to use separate sandboxes for different stages of development. This approach allows for isolated environments to develop, test, and validate features before deployment to production, minimizing risks and ensuring that new functionalities meet user requirements and work as expected in an integrated ecosystem.

#### NEW QUESTION # 59

Universal Containers (UC) has a policy that requires all email traffic to remain within its firewall. UC receives up to 2,000 cases per day, some of which include large email attachments from customers.

When implementing Salesforce in this scenario, which solution should a consultant recommend?

- A. Email-to-Case
- B. Email relay
- C. deg -Demand Email-to-Case

**Answer: A**

Explanation:

For Universal Containers, which requires all email traffic to remain within its firewall and handles a high volume of cases with attachments, Email-to-Case is the recommended solution. Email-to-Case allows emails to be converted into cases within Salesforce while keeping email data secure within the company's firewall, accommodating the need for security and efficiency in handling customer cases.

#### NEW QUESTION # 60

Cloud Kicks is planning to use Case Teams to help swarm on difficult issues. Support agents can use predefined Case Teams to add specialists on a Case. Specialists need to be able to view Cases and add related records to the Case.

What is the recommended level of Case Access for the Case Team Role?

- **A. Read Only**
- B. Visible in Portal
- C. Read/Write
- D. Private

**Answer: A**

#### NEW QUESTION # 61

Universal Containers wants to add functionality to its Service Cloud implementation so customers are able to add digital files to case records.

Which functionality should a consultant recommend to meet these requirements?

- A. Slack Connect
- **B. Web-to-Case**
- C. Email-to-Case

**Answer: B**

Explanation:

To enable customers to add digital files to case records, Web-to-Case is a suitable functionality. This feature allows customers to submit cases through a form on the company's website and attach files relevant to their cases. Salesforce then automatically creates a case record with the attached files, streamlining the process for both customers and service agents and ensuring that all pertinent information is readily available for case resolution.

#### NEW QUESTION # 62

.....

Our ADX261 exam questions are valuable and useful and if you buy our product will provide first-rate service to you to make you satisfied. We provide not only the free download and try out of the ADX261 study guide but also the immediate refund if you fail in the test. To see whether our ADX261 Study Materials are worthy to buy you can have a look at the introduction of our product on the website and free download the demos to check the questions and answers.

**Valid ADX261 Exam Experience:** <https://www.itcertmaster.com/ADX261.html>

- Free PDF Quiz 2026 Salesforce ADX261 Marvelous Cert Guide □ The page for free download of “ADX261” on 【[www.troytecdumps.com](http://www.troytecdumps.com)】 will open immediately □ ADX261 Torrent
- Latest ADX261 free braindumps - Salesforce ADX261 valid exam - ADX261 valid braindumps □ Easily obtain free download of > ADX261 □ by searching on > [www.pdfvce.com](http://www.pdfvce.com) □ □ ADX261 Test Book
- ADX261 Advanced Testing Engine □ ADX261 Advanced Testing Engine □ ADX261 Practice Exam Online □ Immediately open ➡ [www.testkingpass.com](http://www.testkingpass.com) □ and search for > ADX261 < to obtain a free download □ ADX261 Free Dumps
- 100% Pass Quiz Salesforce - Newest ADX261 Cert Guide □ Open ➡ [www.pdfvce.com](http://www.pdfvce.com) □ and search for ➡ ADX261 □ □ □ to download exam materials for free □ ADX261 Test Discount
- 100% Pass Quiz Salesforce - Newest ADX261 Cert Guide □ Search for [ ADX261 ] and easily obtain a free download on ➡ [www.examcollectionpass.com](http://www.examcollectionpass.com) □ □ □ □ ADX261 Latest Test Discount

- BONUS!!! Download part of ITCertmaster ADX261 dumps for free: <https://drive.google.com/open?id=1C3MUqx7E7yqA9y8vJSKUY099Saf0Devi>

BONUS!!! Download part of ITCertmaster ADX261 dumps for free: <https://drive.google.com/open?id=1C3MUqx7E7yqA9y8vJSKUY099Saf0Devi>