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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.

>> **ADX261 Cert Guide** <<

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

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