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To be eligible for the ADX261 exam, candidates must have completed the Salesforce Certified Administrator certification and have experience working with Service Cloud. ADX261 exam consists of 60 multiple-choice questions that must be completed within 105 minutes. The topics covered in the exam include Service Cloud implementation, maintenance, and troubleshooting, as well as integration with other Salesforce products and features. Successful candidates will receive the Salesforce Certified Service Cloud Consultant certification, which is recognized globally and demonstrates their expertise in managing and maintaining the Service Cloud platform.

Preparing for the ADX261 Exam requires a solid understanding of the Service Cloud platform and its capabilities. Salesforce offers a variety of resources to help individuals prepare for the exam, including online courses, study materials, and practice exams. It is recommended that individuals have at least six months of experience working with the Service Cloud platform before taking the exam to ensure they have the necessary knowledge and skills to pass.

## Quiz 2026 Salesforce ADX261: Reliable Passing Administer and Maintain Service Cloud Score

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### Salesforce Administer and Maintain Service Cloud Sample Questions (Q184-Q189):

#### NEW QUESTION # 184

Agents at Universal Containers are required to update the Case Status to Waiting for Customer after they send an email to the Case Contact. Support managers are noticing that many agents are forgetting to perform this step.

What should a consultant recommend to address this problem?

- A. Create an action on Case,
- B. **Create a Case Macro.**
- C. Create a Validation Rule.

#### Answer: B

Explanation:

To address the issue of agents forgetting to update the Case Status after sending an email, creating a Case Macro that automates the process of sending the email and updating the status is recommended. This ensures consistency in case management and adherence to support processes, enhancing service quality and managerial oversight.

#### NEW QUESTION # 185

Cloud Kicks wants to easily turn social network posts into cases to respond to customer complaints. Support agents will need to respond to posts on Facebook, twitter, and instagram.

What is the recommended license to meet the requirement?

- A. Einstein Reply Recommendations
- B. Social Service Pro add-on
- C. **Service Cloud User feature license**
- D. Einstein Social Insights add-on

#### Answer: C

#### NEW QUESTION # 186

Universal Containers (UC) is implementing Service Cloud within its North America call center to validate key use cases, system capabilities, and integration patterns. The UC leadership team is concerned that the upcoming Salesforce Release schedule may impact the implementation project's development efforts.

What should a consultant recommend that UC's Salesforce admin do in this scenario?

- A. **Opt Bp the sandbox in as a Bp preview org g so the team can conduct testing gp prior to the release being g deployed.**
- B. Disable updates to the sandbox so the team can continue using the solution without the updates from the release.
- C. Postpone the release to the production org so the team can finish the project before the release is deployed.

#### Answer: A

Explanation:

Opting the sandbox in as a preview org allows the UC team to test new Salesforce features and updates in a controlled environment

before they are deployed to the production org. This proactive approach helps identify and address potential issues, ensuring that the implementation project is not adversely affected by upcoming Salesforce releases.

### NEW QUESTION # 187

A contact center manager wants to measure improvements to capacity planning operations after the implementation of a new workforce management system.

Which metric should a consultant use to assess the success of the new workforce management system?

- A. Agent utilization
- B. Deflection rate
- C. Number of closed cases

**Answer: A**

Explanation:

Agent utilization is a key metric for assessing the effectiveness of workforce management systems, as it measures the percentage of time agents spend handling customer interactions compared to their available time. Improvements in agent utilization indicate a more efficient allocation of resources and better capacity planning.

### NEW QUESTION # 188

Which feature should a consultant recommend to prompt a Tier 2 service representative to take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting?

- A. Escalation Rules
- B. Einstein Next Best Action
- C. Path for Cases

**Answer: C**

### NEW QUESTION # 189

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