Free PDF Quiz 2026 Salesforce ADX261: Reliable Exam Administer and Maintain Service Cloud Experience

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Salesforce ADX261 certification exam covers a range of topics, including Service Cloud data model, case management, knowledge management, service console, Omni-channel routing, entitlements, service contracts, and analytics. ADX261 exam also evaluates the candidate's knowledge of the Service Cloud administration tasks, such as managing users, profiles, and permissions, configuring email-to-case, web-to-case, and chat, creating and managing reports and dashboards, and troubleshooting common Service Cloud issues.

In addition to demonstrating expertise in Service Cloud administration, the ADX261 Certification Exam also validates the candidate's knowledge of best practices in customer service management. This includes understanding customer needs, managing customer interactions, and leveraging technology to provide a seamless and personalized customer experience. By earning this certification, professionals can prove to potential employers that they have the knowledge and skills required to deliver exceptional customer service and support.

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q187-Q192):

NEW QUESTION # 187

Universal Containers (UC) is planning to use Service Cloud Messaging to send SMS messages to customers. Messages are always between 175 and 255 characters.
What should the consultant recommend that UC use for messaging?

- A. SMS Enhanced
- B. SMS Long Code
- C. SMS Short Code

Answer: B

NEW QUESTION # 188

Cloud Kicks is planning to provide different levels of support to customers in order to ensure its agents are working within the confines of the service-level agreements (SLAs).
Which feature should the consultant consider?

- A. Case Management
- B. Service Contracts
- C. Entitlements

Answer: C

Explanation:
To provide different levels of support and ensure adherence to service-level agreements (SLAs), utilizing Entitlements is recommended. Entitlements define customers' rights to specific support services and SLAs, enabling Cloud Kicks to manage and enforce different support levels effectively, ensuring that agents deliver the appropriate level of service to each customer.

NEW QUESTION # 189

Cloud Kicks provides support to customers through voice, web, and chat channels. Cases are routed to service agents based on availability and skills. When agents encounter issues, they can raise a flag. Supervisors need to respond to flags and provide responses that only the agent can view.
What is the recommended solution to meet the requirements?

- A. Omni-Channel Supervisor
- B. Screen Flow
- C. Einstein Case Routing
- D. Case Escalation Rules

Answer: A

NEW QUESTION # 190

Cloud Kicks supports customers through chat. Service agents have reported multiple instances where customers have used abusive language, Cloud kicks wants to way to prevent abusive customers from starting future chat sessions.
What is the recommended feature to meet the requirement?

- A. Enable Sneak Peek Configuration setting.
- B. Enable Assistance Flag Configuration setting.

- C. Create a blocking rule.
- D. Create sensitive data rules.

Answer: A

NEW QUESTION # 191

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

NEW QUESTION # 192

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