

# TestValid Salesforce ADX261 PDF Questions



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The Salesforce ADX261 certification exam is a valuable credential that often comes with certain personal and professional benefits. For many Salesforce professionals, the Administer and Maintain Service Cloud (ADX261) certification exam is not just a valuable way to boost their skills but also Administer and Maintain Service Cloud certification exam gives them an edge in the job market or the corporate ladder. There are other several advantages that successful Salesforce ADX261 Exam candidates can gain after passing the Salesforce ADX261 exam.

To be eligible for the exam, you should have at least six months of experience as a Salesforce administrator and have completed the Salesforce Certified Administrator certification. You should also have practical experience in implementing and managing Service Cloud features, such as entitlements, service contracts, and service level agreements.

The ADX261 exam is a 90-minute test that consists of 60 multiple-choice questions. ADX261 exam is conducted online and can be taken from anywhere in the world. The passing score for ADX261 exam is 65%, and the test is available in English, Spanish, French, German, Italian, Portuguese (Brazilian), and Japanese. ADX261 Exam Fee is \$200, and candidates can take the test up to three times to pass.

The ADX261 exam is a challenging test that requires a comprehensive understanding of Service Cloud administration and maintenance. To pass the exam, administrators must demonstrate their ability to configure and customize Service Cloud, manage data and records, and use analytics to drive business insights. ADX261 exam is designed to test an administrator's ability to solve complex problems and make informed decisions based on data and insights.

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## Authentic ADX261 Exam Hub | Reliable ADX261: Administer and Maintain Service Cloud

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### Salesforce Administer and Maintain Service Cloud Sample Questions (Q126-Q131):

#### NEW QUESTION # 126

The support manager at Universal Containers wants to improve visibility to cases across the organization and has decided that product managers should be more involved in the case management process. The support manager has created predefined case teams for each product and trained support agents to add the appropriate case team to each case.

Which solution allows product managers to quickly see and review the cases that are created for their products?

- A. Configure a Case related list on the Product page layout.
- B. Configure a Case list view filtered by My Cases.
- C. Configure a Case list view filtered by My Case Teams.

**Answer: C**

Explanation:

To enable product managers to quickly access and review cases related to their products, configuring a Case list view filtered by "My Case Teams" is the most effective solution. This setup allows product managers to see cases where they are part of the case team, directly correlating to their product responsibility, thereby improving visibility and involvement in the case management process.

#### NEW QUESTION # 127

Universal Containers recently deployed a Salesforce Knowledge implementation and wants to evaluate the quality of the articles being produced.

What should the consultant recommend to gather information efficiently on Knowledge article usefulness?

- A. Install the Knowledge Base Dashboards & Reports AppExchange package.
- B. Develop custom Knowledge reports and dashboards.
- C. Create a review board to evaluate and manage Knowledge articles.

**Answer: A**

Explanation:

To efficiently gather information on Knowledge article usefulness, installing the Knowledge Base Dashboards & Reports package from Salesforce AppExchange is advisable. This package provides pre-built reports and dashboards designed specifically for Salesforce Knowledge, enabling quick insights into article performance, usage, and feedback, facilitating continuous improvement in Knowledge management.

#### NEW QUESTION # 128

Cloud Kicks (CK) is a global company with multiple product lines. CK is preparing to launch a public knowledge base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on their location and product.

What is the recommended method to meet the requirement?

- A. Chatter Answers
- B. Article Translation
- C. Data Category Visibility
- D. Data Category Groups

**Answer: C**

### NEW QUESTION # 129

Universal Containers case managers receive a high volume of new cases daily and would like to improve efficiency across multiple teams with multiple disparate product specializations. Currently, all cases are automatically distributed evenly across all case managers, regardless of the case manager's knowledge of the products related to the case.

What should a consultant recommend to modify the Case Assignment rules?

- A. Implement Skills-Based Routing.
- B. Implement Queue-Based Routing
- C. Implement Einstein Article Recommendations.

**Answer: A**

### NEW QUESTION # 130

The contact center at Universal Containers wants to reduce call volume and resolution time within Service Cloud.

Which solution should a consultant recommend?

- A. Knowledge base
- B. Chat with an agent
- C. Email-to-Case

**Answer: A**

Explanation:

To reduce call volume and resolution time within Service Cloud, implementing a comprehensive Knowledge base is recommended. Providing customers with access to self-service information through Knowledge articles enables them to find answers to common questions independently, reducing the need for direct contact with service agents and improving overall service efficiency.

### NEW QUESTION # 131

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