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Administer and Maintain Service Cloud



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Salesforce ADX261 Exam Syllabus Topics:

Topic	Details

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Earning the Salesforce ADX261 certification demonstrates your expertise in Service Cloud administration and maintenance. Administer and Maintain Service Cloud certification is highly valued by employers and is recognized globally. It can help you to stand out in the job market and increase your earning potential. Additionally, achieving this certification can also enhance your professional development and career growth opportunities.

Salesforce ADX261 exam is designed for professionals who want to showcase their expertise in administering and maintaining the Service Cloud. Administer and Maintain Service Cloud certification exam is designed to test the candidates on various aspects of the Service Cloud, including managing cases, creating and customizing reports, and configuring service entitlements. ADX261 Exam covers a wide range of topics, and passing it demonstrates the candidate's knowledge and skill in administering and maintaining the Service Cloud.

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q174-Q179):

NEW QUESTION # 174

Support agents at Universal Containers are entering customer contact information in multiple ways. Management is concerned about the high likelihood of duplicate customer contact information being entered.

What should the consultant recommend to prevent duplicate records from being created?

- **A. Configure and activate Duplicate Management.**
- B. Implement Apex triggers for Contact.
- C. Grant "View All Data" and instruct them to search.

Answer: A

Explanation:

To prevent duplicate customer contact information, the recommended approach is to configure and activate Salesforce's built-in Duplicate Management feature. This feature allows for the creation of duplicate rules and matching rules to identify and prevent duplicates at the point of entry. It can be applied to standard objects like Contacts and can provide users with alerts or block duplicates based on the rules set. This proactive approach ensures data quality without requiring excessive manual intervention or extensive access rights like "View All Data."

NEW QUESTION # 175

A manager would like information on the knowledge base searches conducted by customers and call center agents. Which two metrics are useful for identifying knowledge article effectiveness?

Choose 2 answers

- A. Number of knowledge articles in each data category.
- **B. Knowledge articles with the lowest rating.**
- C. Knowledge articles created by call center agents.
- **D. Knowledge search query with no results.**

Answer: B,D

NEW QUESTION # 176

Which approach should a consultant use to ensure that Lightning Knowledge searches only display articles for a service agent's product specialization?

- **A. Create a data category for each product. Assign data categories to service agents.**
- B. Create a permission set for each record type. Assign permissions to service agents.
- C. Create an article action for each record type. Assign record types to service agents.

Answer: A

NEW QUESTION # 177

Universal Containers has an active presence on Twitter and Facebook. Customers' requests from these social media channels should be responded to by support agents.

What should a consultant recommend to meet this requirement?

- A. Einstein Bot social queues.
- B. Social Media Marketing message tagging.
- **C. Social Customer Service for Twitter and Facebook.**
- D. Social Persona for Twitter and Facebook.

Answer: C

NEW QUESTION # 178

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. Activate a Validation Rule
- B. Define Case Escalation Rules
- **C. Create a Case Macro**
- D. Configure Process Builder

Answer: C

NEW QUESTION # 179

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