

# Real Salesforce ADX261 Questions - Your Key to Success



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Salesforce ADX261 exam tests the candidate's knowledge of various aspects of Salesforce Service Cloud, including managing cases, configuring the console, setting up entitlements and milestones, creating and managing knowledge articles, and configuring Live Agent. ADX261 exam also covers topics such as managing communities, setting up and managing email-to-case, and configuring Service Cloud Lightning.

Salesforce ADX261 exam is a certification test designed for professionals who want to demonstrate their knowledge and expertise in administering and maintaining Salesforce Service Cloud. ADX261 Exam measures the knowledge of the candidate in various areas such as designing and implementing knowledge management, configuring and managing case escalation rules, managing entitlements and Service Level Agreements (SLAs), and configuring and managing the Salesforce Console. ADX261 exam is ideal for professionals who want to enhance their skills and demonstrate their proficiency in Service Cloud administration.

## Vce ADX261 Format - New ADX261 Exam Question

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Salesforce ADX261 Exam is a multiple-choice exam that comprises 60 questions, which must be completed within 105 minutes. ADX261 exam can be taken both online and in-person at a testing center. To pass the exam, candidates must score at least 65%. It is important to note that ADX261 Exam is a prerequisite for the Salesforce Certified Service Cloud Consultant certification. With the increasing demand for Salesforce professionals, achieving this certification can significantly boost one's career prospects and earning potential in the Salesforce ecosystem.

## Salesforce Administer and Maintain Service Cloud Sample Questions (Q96-Q101):

### NEW QUESTION # 96

Universal Containers has implemented KCS. Specific article types and categories require approval, both the Publish Articles action button and the Submit for Approval button are available on page layouts. Agents are forgetting to submit certain articles types for approval.

What should a consultant recommend to automate the approval process?

- A. Workflow
- B. Validation rule
- C. Assignment rule
- D. A Process Builder

**Answer: D**

### NEW QUESTION # 97

The Support Manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce Administrator has identified hundreds of cases that are closed, but still owned by a queue.

Which two solutions should a Consultant recommend to correct this problem? Choose 2 answers

- A. Create a Process Builder and Flow to change the owner on closed cases.
- B. Create a case assignment rule to ensure cases are owned by a user when closed.
- C. Use a data tool to update the owner field on closed cases.
- D. Create a case validation rule to ensure cases are owned by a user when closed.

**Answer: B,C**

### NEW QUESTION # 98

Universal Containers has implemented KCS. Specific article types and categories require approval, both the Publish Articles action button and the Submit for Approval button are available on page layouts. Agents are forgetting to submit certain articles types for approval.

What should a consultant recommend to automate the approval process?

- A. Workflow
- B. Validation rule
- C. Assignment rule
- D. A Process Builder

**Answer: D**

Explanation:

A Process Builder is the recommended tool to automate the approval process for certain article types and categories that require approval in KCS. A Process Builder is a tool that allows you to create automated workflows based on criteria and actions. A Process Builder can be used to create a process that submits an article for approval when certain conditions are met, such as the article type or category. A Process Builder can also be used to define approval actions, such as sending email alerts, updating fields, or posting to Chatter. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Automate Article Approvals with Process Builder

#### NEW QUESTION # 99

Cloud Kicks is preparing to launch Service Console to a large set of service agents. Feedback from a pilot group of users revealed they would like a quick way to navigate the console, including changing tabs, saving records, and searching.

What is the recommended feature to improve productivity?

- A. Custom macros
- **B. Keyboard shortcuts**
- C. Quick text

Answer: B

#### NEW QUESTION # 100

A consultant is tasked with creating a dashboard in Salesforce for Cloud Kicks' executives. The dashboard needs to provide insights that will assist in strategic decision-making.

Which type of report should the consultant include to meet the requirement?

- A. Omni-Channel Analytics detailing specific paths and routing types to evaluate the efficiency of support channel
- **B. Snapshot reporting that shows trends in the number of cases handled per month, providing a high-level overview of customer service operations**
- C. Detailed CTI analytics reports, such as wait times and handle times, to review individual agent performance

Answer: B

#### NEW QUESTION # 101

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