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Salesforce ADX261 Exam consists of 60 multiple-choice questions that you must complete within 105 minutes. The questions are designed to test your knowledge of Service Cloud administration and maintenance, including topics such as case escalation, data management, and reports and dashboards. To pass the exam, you must score at least 65%. Upon passing, you will receive the Salesforce Certified Service Cloud Consultant certification, which validates your expertise in managing and configuring the Service Cloud.

Salesforce ADX261 exam is a valuable certification for professionals who want to demonstrate their expertise in Service Cloud administration. Administer and Maintain Service Cloud certification is recognized globally and is highly respected in the industry. Administer and Maintain Service Cloud certification not only enhances the skillset of the candidate but also opens up various job opportunities. With this certification, professionals can demonstrate their proficiency in administering and maintaining Salesforce Service Cloud, which is an essential skill for any organization that uses Salesforce to manage their customer service operations.

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ADX261 Valid Test Answers - ADX261 Latest Test Online

They make an effort to find reliable and current Salesforce ADX261 practice questions for the difficult Salesforce ADX261 exam. More challenging than just passing the Salesforce ADX261 Certification are the intense anxiety and heavy workload that the candidate must endure to be eligible for the Salesforce ADX261 certification.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q134-Q139):

NEW QUESTION # 134
Universal Containers plans to migrate its existing knowledge base into Salesforce Lightning Knowledge. Which three statements should be considered?
Choose 3 answers

- A. Approval process history migrate to Lightning Knowledge.
- B. Visualforce pages refer to Classic article types.
- C. Attachments and .html files in Classic Knowledge are moved to the Files object.
- D. Article numbers change during migration.
- E. Each article must be associated to a record type.

Answer: B,C,D

Explanation:
Attachments and .html files in Classic Knowledge are moved to the Files object, Visualforce pages refer to Classic article types, and article numbers change during migration are statements that should be considered when migrating an existing knowledge base into Salesforce Lightning Knowledge. These statements reflect some of the changes and challenges that may occur during the migration process. For example:
Attachments and .html files in Classic Knowledge are moved to the Files object because Lightning Knowledge does not support attachments on articles. Files can be related to articles using rich text fields or file fields.
Visualforce pages refer to Classic article types because Lightning Knowledge does not support Visualforce pages on articles. Visualforce pages need to be replaced with Lightning components or other solutions.
Article numbers change during migration because Lightning Knowledge uses a different numbering system than Classic Knowledge. Article numbers are prefixed with KA in Lightning Knowledge instead of KB in Classic Knowledge.
Verified Reference: Service Cloud Consultant Certification Guide & Tips, Migrate Your Salesforce Classic Knowledge Base to Lightning Knowledge

NEW QUESTION # 135
The Universal Containers contact center offers support through phone, email, public website, and a Community. The contact center manger wants to demonstrate the success of recent self-service initiatives to executive management.
Which two reports should the contact center manager present to executive management?
Choose 2 answers

- A. Number of IVR inquiries without agent involvement.
- B. Average call handle time by team.
- C. Number of cases created - - Site by month
- D. Number of cases closed by a self-service user

Answer: C,D

Explanation:
Number of cases created by site by month and Number of cases closed by a self-service user are reports that the contact center manager should present to executive management to demonstrate the success of recent self-service initiatives. These reports can help measure the impact and effectiveness of self-service channels, such as public website and community, on reducing the case volume and increasing the customer satisfaction. For example:
Number of cases created by site by month is a report that shows the distribution and trend of case creation across different sources, such as phone, email, web, or community, over time. This report can help evaluate the adoption and usage of self-service channels by customers, as well as compare the case volume and workload between different channels.
Number of cases closed by a self-service user is a report that shows the number and percentage of cases that were resolved by customers themselves without agent involvement. This report can help assess the quality and effectiveness of self-service resources,

such as knowledge articles, FAQs, forums, or chatbots, as well as measure the cost savings and customer satisfaction from self-service resolution.
Verified Reference: [Service Cloud Consultant Certification Guide & Tips], Create Reports and Dashboards for Self-Service

NEW QUESTION # 136

Ursa Major Solar cells highly technical products that require specific expertise for configuration changes and troubleshooting. A mobile workforce can be dispatched to support customers. Dispatching a worker comes at a high cost, and available appointment times are typically several weeks in the future.
What is the recommended method to improve the support experience while providing expert-level support?

- A. Field Service Scheduler
- B. Omni-Channel Routing
- C. Workforce Engagement Self Scheduling
- D. Visual Remote Assistant

Answer: D

Explanation:
Visual Remote Assistant is a feature that allows you to provide real-time interactive video support to your customers using their mobile devices. You can see what your customers see through their camera, guide them with annotations and pointers, and troubleshoot issues remotely. This solution can improve the support experience while providing expert-level support, as it can reduce the need for dispatching field workers, save time and costs, and increase customer satisfaction. Verified Reference: [Visual Remote Assistant]

NEW QUESTION # 137

A recent work task entiys sVa service center rtviaUd that service agents perform the same steps when closing a case and sending a survey through email. These steps take around l minute per case. With minions of cases closed each year, it is important to improve the efficiency of this operation.
What are two recommended Service Ctoud features that work togethe' to improve the process' Choose 2 answers

- A. Global Quick Action
- B. Macros
- C. Email Temp ates
- D. Quick Text

Answer: B,C

Explanation:
These are two Service Cloud features that work together to improve the process of closing a case and sending a survey through email. Macros are tools that allow agents to automate common or repetitive tasks on a record, such as sending an email or updating a field. Macros can help agents save time and avoid errors when closing a case and sending a survey through email. Email Templates are tools that allow administrators to create predefined email messages that can be used for common purposes, such as sending surveys or confirmations. Email Templates can help ensure consistent and professional communication with customers. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.console2_macros_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.email_templates_overview.htm&type=5

NEW QUESTION # 138

Cloud Kicks use a Console App to support users. Service agents open an Account workspace tab and multiple subtabs for the Case, Contact and service Contract. Service agents would like to share links to recently opened subtabs with other users to swarm on cases.
What should a consultant recommend to meet the requirements?

- A. Screen flow launched from a global action.
- B. Actions & Recommendations component.
- C. Hitory Utility in the Utility bar.
- D. Recent Items set to Account object.

Answer: D

NEW QUESTION # 139

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Getting the Salesforce ADX261 certification exam is necessary in order to get a job in your desired tech company. Success in the Administer and Maintain Service Cloud (ADX261) certification exam gives you an edge over the others because you will have certified skills. The Salesforce ADX261 certification exam badge will make a good impression on the interviewer. Most of the people planning to attempt the ADX261 Exam are confused that how will they prepare and pass ADX261 exam with good grades. Many don't find real ADX261 exam questions and face loss of money and time.

ADX261 Valid Test Answers: https://www.2pass4sure.com/Certified-Service-Cloud-Consultant/ADX261-actual-exam-braindumps.html

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