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Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is ideal for professionals who work as Service Cloud Administrators, Consultants, or Developers. Administer and Maintain Service Cloud certification program is an excellent way for professionals to showcase their skills and knowledge in managing service cloud operations effectively. Administer and Maintain Service Cloud certification also helps professionals to stay updated with the latest trends and technologies in the service cloud domain.

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q149-Q154):

NEW QUESTION # 149

Universal Containers (UC) has a service-level agreement (SLA) with customers that requires an agent to take ownership of and respond to incoming cases within 2 hours of case creation.
Which best practice will help UC meet its SLA?

- A. Use Flow Builder to assign a task to all members of a queue if a case remains unassigned to any agent within 1 hour.
- B. Use case auto-response rules to send an email to support managers within 1 hour of case creation.
- C. Assign cases to queues and use Escalation Rules to escalate cases that remain unassigned to an agent within 1 hour.

Answer: C

NEW QUESTION # 150

The call center manager at Universal Containers wants to generate daily reports to monitor agent productivity trends.
Which primary object should a consultant select to create a new Omni-Channel report type?

- A. Agent Work
- B. Assigned Work
- C. Agent Detail

Answer: A

NEW QUESTION # 151

Cloud Kicks' customers use a proprietary ecommerce site to order customized shoes. While the shoes are being made, customers want to check their order status frequently.
Which method should the consultant recommend to provide automated self-service on an ecommerce site?

- A. Configure a Visual Remote Assistant.
- B. Create an Einstein Bot.
- C. Build a Screen Flow.

Answer: B

NEW QUESTION # 152

In the build phase of a Service Cloud implementation for Universal Containers, which activity should a consultant prioritize to ensure the system aligns with the client's business processes and requirements?

- A. Migrate data to the sandbox environment and verify successful migration.
- B. Develop training materials after configuring the application to prepare for user adoption.
- C. Configure, develop, and test the application in a sandbox environment.

Answer: C

NEW QUESTION # 153

Universal Containers wants Service Console users to be able to view and update product usage data that is stored in an external system.
Which two features should a consultant recommend to provide this functionality?
Choose 2 answers

- A. Salesforce Connect
- B. External Objects
- C. Custom Objects
- D. Middle-tier integration

Answer: A,B

Explanation:
Salesforce Connect and External Objects are two features that can provide Service Console users with the ability to view and

update product usage data that is stored in an external system. Salesforce Connect allows users to access data from external sources in real time without copying or syncing the data. External Objects are custom objects that map to data stored outside Salesforce. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.external_object_considerations.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.connect.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.external_object_define.htm&type=5

NEW QUESTION # 154
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