Administer and Maintain Service Cloud Study Guide Provides You With 100% Assurance of Getting Certification - BraindumpsPass

Based on the research results of the examination questions over the years, the experts give more detailed explanations of the contents of the frequently examined contents and difficult-to-understand contents, and made appropriate simplifications for infrequently examined contents. ADX261 test questions make it possible for students to focus on the important content which greatly shortens the students' learning time. With ADX261 Exam Torrent, you will no longer learn blindly but in a targeted way. With ADX261 exam guide, you only need to spend 20-30 hours to study and you can successfully pass the exam. You will no longer worry about your exam because of bad study materials. If you decide to choose and practice our ADX261 test questions, our life will be even more exciting.

Salesforce ADX261 exam is an essential certification for administrators who are responsible for administering and maintaining Service Cloud within their Salesforce org. Administer and Maintain Service Cloud certification demonstrates the candidate's knowledge and skills in configuring and managing Service Cloud features and their understanding of Salesforce's best practices for managing customer service operations. Passing the exam will help the candidate stand out from the crowd and open up opportunities for career advancement.

Salesforce ADX261 (Administer and Maintain Service Cloud) certification exam is designed to test an individual's knowledge and skills in administering and maintaining the Service Cloud platform. Administer and Maintain Service Cloud certification is ideal for professionals who are responsible for managing the Service Cloud platform and ensuring the successful implementation and maintenance of Service Cloud solutions for their organizations. ADX261 Exam includes topics such as account and contact management, case management, knowledge management, service entitlements, and analytics.

Salesforce ADX261 exam is an important certification for Service Cloud administrators who want to demonstrate their expertise in administering and maintaining the platform. ADX261 exam covers a wide range of topics and requires a deep understanding of Service Cloud features and capabilities. Passing the exam demonstrates an administrator's ability to configure and customize Service Cloud, manage data and records, and use analytics to drive business insights.

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q58-

Q63):

NEW QUESTION # 58
What are three considerations when adding a report chart to a Console Component?
Choose 3 answers

- A. The report contains a chart.
- B. The report chart is added to the Page Layout.
- C. The report is shared with a Chatter Group.
- D. The report is a Summary or Matrix report.
- E. The report has a standard Report Type.

Answer: A,B,D

Explanation:
These are three considerations when adding a report chart to a Console Component. The report must contain a chart that displays data in a graphical format. The report must be a Summary or Matrix report that groups data by rows and columns. The report chart must be added to the Page Layout of the object that the report is based on. Verified Reference: :
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NEW QUESTION # 59
A recent analysis of agent performance on chat-related cases revealed a large gap between top performing agents and poor performers. Top agents identified coaching from managers as a key success factor. The company would like to ensure managers provide coaching on chat-related cases.
What is the recommended method for managers to coach agents?

- A. Use Einstein Chat Insight to identify areas to improve.
- B. Use Omni-Channel Supervisor to monitor agents' chat sessions.
- C. Use skills-based routing in Salesforce Messaging.
- D. Use an Einstein Bots Chat to handle common issues.

Answer: B

NEW QUESTION # 60
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

NEW QUESTION # 61
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 Einstein Article Recommendations.
- C. Implement Queue-Based Routing

Answer: A

Explanation:
Skills-Based Routing is an advanced feature in Salesforce Service Cloud that directs cases to the most qualified case managers based on their skills and expertise. By implementing Skills-Based Routing, Universal Containers can ensure that cases are assigned to case managers with the appropriate product knowledge, improving case resolution efficiency and quality. This method optimizes resource allocation and enhances customer satisfaction by matching cases with the best-suited case managers.

NEW QUESTION # 62

A service agent is in a messaging session with a customer. The customer abruptly stops responding after 30 minutes.
What should the agent do next?

- A. Mark the messaging session as customer Inactive.
- B. End the messaging session with the customer.
- C. Leave the messaging session with the customer open.

Answer: B

Explanation:
In situations where a customer stops responding during a messaging session, it's practical for service agents to end the session after an appropriate wait time. This action helps in managing agent workload efficiently and ensures that resources are allocated to active engagements. Ending the session also allows for proper session management and reporting, contributing to accurate metrics on customer interactions.

NEW QUESTION # 63

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