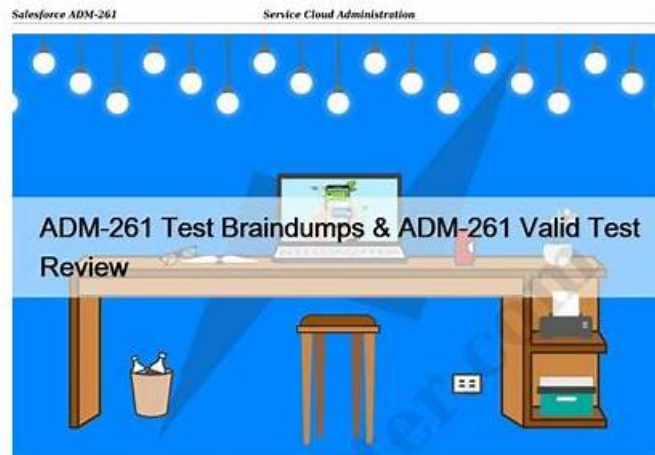


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The ADX261 exam is a comprehensive assessment of your ability to administer and maintain Service Cloud. It tests your knowledge in various areas, including service console configuration, case management, knowledge management, entitlements, and service analytics. ADX261 exam also evaluates your understanding of key Service Cloud concepts like service contracts, entitlement processes, and service level agreements.

Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is a valuable certification for professionals who aim to validate their expertise in managing and maintaining Service Cloud instances. Administer and Maintain Service Cloud certification demonstrates the candidate's ability to configure and customize Service Cloud to meet the business requirements and provide excellent customer service. A Salesforce ADX261 Certified professional can help their organization to increase productivity, reduce costs, and improve customer satisfaction.

## Salesforce Administer and Maintain Service Cloud Sample Questions (Q56-Q61):

### NEW QUESTION # 56

Universal Containers recently rolled out a Salesforce knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console. Which two actions should a Consultant recommend to address the lack of quality checking? Choose

2 answers

- A. Set up an intuitive Data Category hierarchy
- B. Restrict the Manage Articles user permission
- C. Require that an article be added when closing a case
- D. Enable and configure wildcards for article searches

**Answer: C,D**

### NEW QUESTION # 57

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

**Answer: B,D**

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.external_object_considerations.htm&type=5) :

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### NEW QUESTION # 58

Universal Containers wants to ensure the contracted service level requirements for its customers are being met.

What should a consultant configure to meet this requirement?

- A. Entitlement processes, contracts, contract line items, and entitlements
- B. Entitlement processes, milestones, milestone actions, and entitlements

- C. Entitlement processes, contract line items, milestone, and entitlements

**Answer: B**

#### NEW QUESTION # 59

After migration from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes article type. SupportMngers have confirmed that articles of type FAQ exist in production.

How should a consultant correct this problem?

- A. Grant Authors access to FAQ article type
- B. Set Article Or Wide to Public Read Write
- **C. Grant authors access to the FAQ records type**
- D. Add Authors to the FAQ data category

**Answer: C**

Explanation:

Granting authors access to the FAQ record type is the recommended solution to correct the problem of authors being unable to create FAQ article types after migration from Knowledge to Lightning Knowledge. A record type is a way of defining different business processes, page layouts, and picklist values for different types of records within an object. A record type can be used to control which users can create, view, edit, or delete records of that type. When migrating from Knowledge to Lightning Knowledge, each Classic article type becomes a Lightning record type. Therefore, granting authors access to the FAQ record type can enable them to create FAQ articles in Lightning Knowledge. Verified Reference: [Service Cloud Consultant Certification Guide & Tips], Record Types Overview

#### NEW QUESTION # 60

A company is planning for the migration of an existing external knowledge base into Salesforce Knowledge.

Which set of factors should be considered when selecting the articles to migrate?

- **A. Last modified date and total number of article view in the last year**
- B. Last modified date and terms searched frequently in the last year
- C. Original creation date and total number of article views in the last year

**Answer: A**

#### NEW QUESTION # 61

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