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Administer and Maintain Service Cloud



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Salesforce ADX261 Exam Syllabus Topics:

Topic	Details

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Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is an excellent way for Salesforce professionals to demonstrate their expertise in Service Cloud Administration and to enhance their career prospects. With the right preparation and dedication, candidates can obtain this certification and take their Salesforce skills to the next level.

Salesforce ADX261 exam is a 90-minute exam consisting of 60 multiple-choice questions. ADX261 Exam is available in English and Japanese language and can be taken in-person or online. ADX261 exam tests the candidate's knowledge of the Service Cloud, including the ability to set up and configure the Service Cloud, create and manage cases, and configure the Service Console. Candidates who pass the exam will receive a Salesforce Certified Service Cloud Consultant certification.

>> ADX261 Cert <<

Formal ADX261 Test, ADX261 Exam Objectives

The PrepAwayTest is one of the top-rated and leading platforms that have been offering a simple, smart, and easiest way to pass the challenging ADX261 exam with good scores. The Salesforce ADX261 Exam Questions are real, valid, and updated. These ADX261 exam practice questions are designed and verified by experienced and qualified ADX261 exam experts.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q99-Q104):

NEW QUESTION # 99

Universal Containers has defined a set of steps that each Case must go through, from submission to closure. In addition, each step must be completed within a specific amount of time.

What approach should a consultant recommend to meet these requirements?

- **A. Define Entitlement and Milestones.**
- B. Use Process Builder with Scheduled Actions
- C. Configure Case Escalation Rules.
- D. Enable Omni-Channel Routing.

Answer: A

NEW QUESTION # 100

Support managers have requested the ability to provide real-time feedback to agents during customer chat sessions.

Which feature should a consultant configure to meet this requirement?

- A. Chatter
- B. Flow Orchestrator
- **C. Omni-Channel Supervisor**

Answer: C

NEW QUESTION # 101

Universal Containers (UC) wants to implement Service Cloud using Agile methodology.

How should the consultant recommend delivering a successful implementation?

- A. Generate all of the requirements with UC executives and then develop the project schedule.
- **B. Generate continuous feedback from the project team, and adjust the requirements and deliverables accordingly.**
- C. Finish all of the project requirements at once and deliver a complete solution.

Answer: B

Explanation:

For a successful implementation of Service Cloud using Agile methodology, generating continuous feedback from the project team and making iterative adjustments to requirements and deliverables is crucial. This approach ensures that the project remains aligned with client needs and can adapt to changes or new insights as the implementation progresses.

NEW QUESTION # 102

Universal Containers has four internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search. Which solution should a consultant recommend to meet this requirement?

- A. Create a sharing rule for each division to provide access using the role hierarchy.
- B. Create separate data category groups for each division and assign the category to a division profile.
- C. Create a sharing rule for each division to provide access based on criteria of the article.
- **D. Create a single data category group for each division and provide access using the role hierarchy.**

Answer: D

Explanation:

Data categories are a way to classify and organize your knowledge articles based on criteria such as products, topics, or audiences. You can create data category groups to define the top-level categories for your articles, and then create subcategories within each group. You can also control which users can access which categories based on their roles or permission sets. To meet the requirement of Universal Containers, you can create a single data category group for each division and assign the categories to the roles that belong to that division. This way, each division will only see its own articles when performing a search. [Verified Reference: Data Categories](#)

NEW QUESTION # 103

Universal Containers wants customers to have the ability to log cases with structured data and route based on urgency and product line.

How should a consultant accomplish this?

- A. Standard Web-to-Case with assignment rules
- B. Omni-Channel with prioritized queues
- C. Standard Email-to-Case with assignment rules

Answer: A

NEW QUESTION # 104

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