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Salesforce ADX261 Exam Syllabus Topics:

Topic	Details
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It is common in modern society that many people who are more knowledgeable and capable than others finally lost some good opportunities for development because they didn't obtain the ADX261 certification. The prerequisite for obtaining the ADX261 Certification is to pass the exam, but not everyone has the ability to pass it at one time. But our ADX261 exam questions will help you pass the exam by just one go for we have the pass rate high as 98% to 100%.

Salesforce ADX261 Exam comprises 60 multiple-choice questions that test the candidate's understanding of the Service Cloud features, capabilities, and best practices. ADX261 exam duration is 90 minutes, and the passing score is 65%. ADX261 exam fee is \$200, and the exam can be taken online or onsite at a proctored testing center.

To be eligible for the exam, you should have at least six months of experience as a Salesforce administrator and have completed the Salesforce Certified Administrator certification. You should also have practical experience in implementing and managing Service Cloud features, such as entitlements, service contracts, and service level agreements.

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q36-Q41):

NEW QUESTION # 36

Universal Containers wants to let its customers interact real time with support agents from their computers and mobile devices. What feature should a consultant recommend to meet this requirement?

- A. Case Assignment Rules
- B. Experience Cloud site
- C. Web-to-CaM
- **D. Embedded Chat Service**

Answer: D

NEW QUESTION # 37

Cloud Kicks has implemented a review process for all new Knowledge articles. Each article must be reviewed and approved by a subject matter expert before becoming available to users.

Which step is necessary to make articles visible in all the selected channels?

- **A. Click Publish after the Approval Process.**
- B. Set the final approval action to 'Lock the record for editing'.
- C. Set the status to Published from the Knowledge approval page.

Answer: A

NEW QUESTION # 38

Universal Containers support management team has noticed an increase in wait times over the last several months when customers call in for support.

Which two recommendations should a consultant suggest to help decrease customer wait times?

Choose 2 answers:

- **A. Create reports to analyze call data in order to understand peak times and ensure adequate staffing**
- B. Create case escalation rules to route high priority cases directly to supervisors for resolution
- **C. Set up a Salesforce Customer Community that will allow customers to create cases online**
- D. Set up analytical snapshots to capture key case information and create historical trending reports

Answer: A,C

NEW QUESTION # 39

Universal Containers (UC) is ramping up its Knowledge program. UC has a robust analytics team that would like to report on trends in Knowledge Searching, User Activity, and Data Category Usage.

Which reporting solution should a consultant recommend?

- A. Custom Report Types with Reports and Dashboards
- B. Knowledge Dashboard Pack for CRM Analytics Installation
- **C. Knowledge Base Reports and Dashboard Package Installation**

Answer: C

NEW QUESTION # 40

Universal Containers is preparing to implement Service Cloud for its global Support team. Requirements gathering sessions have resulted in a large set of required deliverables.

What should a consultant recommend as the next step?

- A. Provide a timeline that addresses all the requirements.
- B. Identify the requirements needed for initial GoLive.
- C. Prioritize the requirements based on who submitted them.
- D. Organize the requirements from largest to smallest.

Answer: B

Explanation:

Identifying the requirements needed for initial GoLive is the recommended next step after gathering a large set of required deliverables for implementing Service Cloud. Identifying the requirements needed for initial GoLive involves prioritizing the requirements based on their importance, urgency, complexity, and dependency. This can help determine the scope and timeline of the project, as well as the resources and budget needed. Identifying the requirements needed for initial GoLive can also help avoid scope creep, manage expectations, and ensure a successful implementation. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Project Management Best Practices

NEW QUESTION # 41

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