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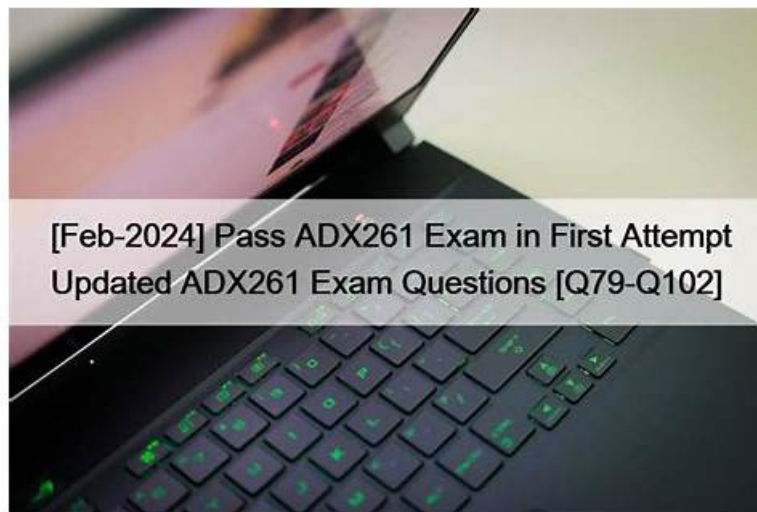
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Salesforce ADX261 exam is a valuable credential for professionals who want to demonstrate their expertise in administering and maintaining the Service Cloud platform. It requires a deep understanding of Service Cloud functionality and best practices, as well as hands-on experience with the platform. With proper preparation and study, passing the ADX261 exam can open up new career opportunities and help professionals advance in their Salesforce careers.

The ADX261 Exam covers a wide range of topics, including Service Cloud setup, data management, case management, and analytics. ADX261 exam also includes questions on collaboration and automation in Service Cloud, as well as integration with other Salesforce products. ADX261 exam is intended for administrators who have experience with Service Cloud and are familiar with its key features and capabilities.

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Unparalleled Salesforce ADX261 New Dumps Book: Administer and Maintain Service Cloud Pass Guaranteed

It is universally acknowledged that ADX261 certification can help present you as a good master of some knowledge in certain areas, and it also serves as an embodiment in showcasing one's personal skills. However, it is easier to say so than to actually get the ADX261 certification. We have to understand that not everyone is good at self-learning and self-discipline, and thus many people need outside help to cultivate good study habits, especially those who have trouble in following a timetable. To handle this, our ADX261 Study Materials will provide you with a well-rounded service so that you will not lag behind and finish your daily task step by step.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q11-Q16):

NEW QUESTION # 11
Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions.
What feature should a consultant configure to meet this requirement?

- A. Case Feed
- B. Push Notifications

- C. Next Best Actions
- D. Omni-channel Supervisor

Answer: D

Explanation:
Omni-channel Supervisor is a feature that allows managers to monitor the performance and activity of agents and queues in real time. Managers can view metrics such as agent status, workload, capacity, and chat transcripts. Managers can also provide real-time feedback to agents during customer chat sessions by sending private messages or coaching requests. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Omni-Channel Supervisor Overview

NEW QUESTION # 12
As part of a service improvement project, Cloud Kicks (CK) has implemented Knowledge management for its support agents. Several months after the implementation, CK management notices an inconsistency in reported customer satisfaction. Key performance indicators (KPIs) show a decrease; however, many customers have provided testimonials about great support experiences.
Which KPI could help explain the disparity?

- A. Measure cases with and without articles attached based on case status.
- B. Measure cases with and without articles attached with high net promoter scores (NPS).
- C. Measure cases with and without articles attached with high CSAT scores.

Answer: C

Explanation:
The disparity in CK's reported customer satisfaction and positive testimonials may stem from how support interactions are enhanced by Knowledge management. Measuring cases with and without Knowledge articles, focusing on Customer Satisfaction (CSAT) scores, provides insight into the direct impact of Knowledge on customer experiences. High CSAT scores in cases where articles are used indicate Knowledge's positive role, explaining the testimonials. Conversely, lower CSAT scores in cases without articles could contribute to the overall decrease in KPIs, highlighting areas for improvement in Knowledge usage or accessibility.

NEW QUESTION # 13
Universal Containers recently implement Service Cloud. The Support Manager notices that cases are being distributed unevenly across the team.
What should the consultant recommend to address this problem

- A. Configure Omni-Channel Routing Model as Most Available.
- B. Configure Case Assignment Rules to use Users.
- C. Configure Case Assignment Rules to use Queues.
- D. Configure Omni-Channel Routing Model as Least Active.

Answer: C

Explanation:
Case assignment rules are used to automatically assign cases to users or queues based on certain criteria, such as case origin, type, priority, or product. Queues are collections of records that can be accessed by multiple users who share the same job function or skill. By configuring case assignment rules to use queues, the Support Manager can ensure that cases are distributed evenly across the team and that agents can work on the cases that match their expertise or availability. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Set Up Case Assignment Rules, Set Up Queues

NEW QUESTION # 14
A consultant has been asked to advise Cloud Kicks (CK) on how to manage 5 years of case data so it is available to customers upon request.
Which feature will help CK users archive and access the case information from an External Object?

- A. Salesforce Case History Object
- B. Salesforce connect
- C. Salesforce Big Object

Answer: B

NEW QUESTION # 15

A recent work task analysis for a service center revealed that service agents perform the same steps when closing a case and sending a survey through email. These steps take around 1 minute per case. With millions of cases closed each year, it is important to improve efficiency of this operation. the What is a recommended Service Cloud feature that improves the process?

- A. Global Quick Action
- B. Quick text
- C. Macros

Answer: C

Explanation:
To improve the efficiency of the repetitive task of closing cases and sending surveys, using Macros in Service Cloud is recommended. Macros automate repetitive tasks with a single click, significantly reducing the time required per case and increasing overall operational efficiency, especially with a high volume of cases.

NEW QUESTION # 16

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