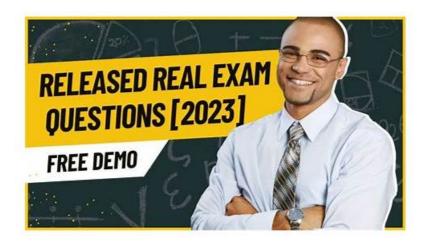
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Since our childhood, we have always been guided to study hard to clear the Salesforce ADX261 exams but if you still believe in the same pattern for clearing your Administer and Maintain Service Cloud ADX261 certification exam, I must say it's a bad idea. Studying hard is good only when you have enough time and no liability to check. When you are in your professional career, you don't have enough time to study hard but you have time to study smart. The smart study includes to prepare Free4Torrent ADX261 Exam Questions that will help you concentrate on the core study and not follow up on the stories and background.

Salesforce ADX261 (Administer and Maintain Service Cloud) Exam is a certification exam designed for professionals who are responsible for administering and maintaining Salesforce Service Cloud. ADX261 exam is designed to test the knowledge and skills of individuals who are responsible for managing and maintaining Service Cloud in an organization. ADX261 exam covers a wide range of topics, including service cloud architecture, data management, security and access, and automation.

Salesforce ADX261 (Administer and Maintain Service Cloud) Exam is a certification exam that focuses on the skills and knowledge required to administer and maintain the Service Cloud platform. ADX261 exam is designed for professionals who work with the Service Cloud platform and want to demonstrate their expertise in managing the platform effectively. ADX261 Exam covers a range of topics, including service setup, case management, service console, knowledge management, and more.

Salesforce ADX261 is an exam that focuses on the administration and maintenance of Service Cloud. Administer and Maintain Service Cloud certification is designed for individuals who have experience in administering Salesforce Service Cloud and are looking to take their skills to the next level. ADX261 exam covers a wide range of topics, including case management, knowledge management, service analytics, and contact center management.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q43-Q48):

NEW QUESTION #43

Cloud Kicks is preparing to migrate to Service Cloud from another system. The current system has thousands of help articles such

as FAQs, step-by-step guides, and troubleshooting guides. A group of specialists will create and manage these articles in Salesforce. What is the recommended license for the specialists?

- A. Salesforce Platform
- B. WDC Only User
- C. Knowledge Only User
- D. Satesforce

Answer: C

Explanation:

Knowledge Only User is the recommended license for the specialists who will create and manage knowledge articles in Salesforce. Knowledge Only User is a user license that allows users to access and use Salesforce Knowledge, but not other standard Salesforce objects or features. Knowledge Only User is a cost-effective license for users who only need to work with knowledge articles. Verified Reference::https://help.salesforce.com/s/articleView?id=sf.users_license_types_available.htm&type=5: https://help.salesforce.com/s/articleView?id=sf.users_license_types_knowledge.htm&type=5

NEW QUESTION #44

Universal Containers (UC) provides customer support for two separate business groups. UC requires that cases for each business group have different support processes and fields.

Which feature should a consultant implement to meet the requirement?

- A. Dynamic Forms
- B. Record Types
- C. Omni-Channel

Answer: B

Explanation:

To accommodate different support processes and fields for two separate business groups at Universal Containers (UC), implementing Record Types is the appropriate solution. Record Types enable UC to define different sets of picklist values, page layouts, and processes for each business group's cases. This allows for customization of the user interface and the data model to reflect the specific requirements of each group, ensuring that agents have access to the relevant fields and follow the correct process when managing cases. This customization enhances the efficiency and effectiveness of case management by aligning it with the distinct needs of each business group.

NEW QUESTION #45

Cloud Kicks (CK) uses Service Cloud and Slack. For difficult cases, service agents want to create a swarm in Slack to pull in experts from multiple CK departments.

What should the consultant recommend to an agent who wants to launch a Slack Swarm?

- A. Apex trigger
- B. Escalation rules
- C. Quick Action

Answer: C

Explanation:

For agents wanting to launch a Slack Swarm for difficult cases, Quick Actions provide a straightforward and efficient way to initiate these collaborative efforts. Quick Actions can be configured to start a swarm directly from the Salesforce record, facilitating rapid cross-departmental collaboration in Slack. This approach streamlines the process of pulling in experts from various departments to work together on solving complex customer issues.

NEW OUESTION #46

Universal Containers wants to allow customers to send messages to agents in Service Console via their preferred mobile app. Which feature should a consultant recommend?

• A. OmniStudio

- B. Einstein Bots
- C. Messaging

Answer: C

NEW QUESTION #47

universal containers is implementing a customer community to provide self service options to its B2C customers. Which two features should a consultan recommend.

- A. Chatter Answers
- B. Cases
- C. Contacts
- D. Contracts and SLASs

Answer: A,C

NEW QUESTION #48

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