

ADX261 Study Materials Review | Easy to Pass The Administer and Maintain Service Cloud



[Questions and Answers \(PDF\)](#)

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The Administer and Maintain Service Cloud certification exam consists of 60 multiple-choice questions that need to be answered within 105 minutes. ADX261 exam fee is \$200, and it can be taken both online and at a testing center. Salesforce recommends that individuals preparing for the exam have at least six months of experience administering Salesforce Service Cloud and possess working knowledge of Salesforce Administrator certification concepts. The Salesforce ADX261 Certification is a valuable asset for individuals seeking to advance their careers in Service Cloud administration and support.

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Salesforce ADX261 Exam covers various topics related to Service Cloud administration and maintenance, including service console configuration, case management, knowledge management, entitlements and service level agreements, email-to-case and web-to-case, social customer service, Omni-channel routing, and reporting and analytics. You can find the detailed exam outline and study resources on the Salesforce website or Trailhead, Salesforce's online learning platform.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q77-Q82):

NEW QUESTION # 77

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

- A. Einstein Chat Bot
- **B. Digital Engagement**
- C. Service Cloud Voice

Answer: B

NEW QUESTION # 78

Which feature can a consultant deploy to route cases from social channels within a limited timeframe?

- **A. Use custom case assignment rules.**
- B. Implement an Apex solution.
- C. Use a third-party app from AppExchange.

Answer: A

NEW QUESTION # 79

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

What should a consultant recommend to help decrease customer wait times?

- A. Create case escalation rules to route high-priority cases directly to supervisors for resolution.
- B. Set up analytical snapshots to capture key case information and create historical trending reports.
- **C. Create reports to analyze data in order to understand peak times and ensure adequate.**

Answer: C

NEW QUESTION # 80

Cloud Kicks wants to implement a solution that would hold service agents accountable for keeping customer service-level agreements (SLAs).

Which feature should a consultant use to meet this request?

- A. Salesforce Survey
- **B. Entitlement process**
- C. Service Contracts

Answer: B

NEW QUESTION # 81

The Vice President (VP) of Customer Support for Universal Containers has issued a mission statement that "We will empower our

customers to interact with us in the way of their choosing." Universal Containers has recently deployed a new toll-free interactive voice response (IVR) system and knowledgebase. The VP has asked the management team to make additional system enhancements to fulfill this mission statement. Which three should the consultant recommend to achieve the mission statement? Choose 3 answers

- A. Optimize the customer community for mobile devices to have access to the same support as desktops.
- B. Replace the existing "Chat Now" button on the Customer Community with a toll-free phone number.
- C. Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.
- D. Create a central "Contact Us" page which provides access to all available channels.
- E. Enforce that customers must search the knowledgebase before they can see the Contact Us page.

Answer: A,C,D

Explanation:

These three solutions will help achieve the mission statement of empowering customers to interact with Universal Containers in the way of their choosing. Creating a central "Contact Us" page will provide customers with a clear and easy way to find all the available channels of support, such as phone, email, web, chat, etc. Optimizing the customer community for mobile devices will ensure that customers can access the same support features on their smartphones or tablets as they can on their desktops. Enabling customers to be emailed FAQs by accessing the interactive voice response 24 hours per day will allow customers to get self-service support even when the call center is closed. Verified Reference: Create a Contact Us Page, [Optimize Your Community for Mobile Devices], [Send Email from Interactive Voice Response]

NEW QUESTION # 82

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