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Salesforce ADX261 Exam comprises 60 multiple-choice questions that have to be completed within 105 minutes. ADX261 exam is focused on assessing the candidate's knowledge of the Service Cloud platform, including its configuration, maintenance, and administration. ADX261 exam also evaluates the candidate's understanding of the different service cloud features and best practices for implementing them. Candidates who pass the exam will receive the Salesforce Certified Service Cloud Administrator certification, which is a testament to their skills and expertise in Service Cloud administration and management.

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Quiz 2025 Accurate Salesforce ADX261: Administer and Maintain Service Cloud Valid Practice Materials

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ADX261 exam preparation journey simple, smart, and swift. To meet this objective the Test4Sure is offering ADX261 practice test questions with top-rated features. These features are updated and real Salesforce ADX261 Exam Questions, availability of Administer and Maintain Service Cloud ADX261 exam real questions in three easy-to-use and compatible formats, three months free updated Salesforce ADX261 exam questions download facility, affordable price and 100 percent Administer and Maintain Service Cloud ADX261 exam passing money back guarantee.

Salesforce ADX261 is an exam designed for professionals who want to demonstrate their expertise in administering and maintaining Service Cloud. Service Cloud is a customer service platform that helps businesses manage their customer interactions and deliver exceptional customer service. ADX261 Exam validates the candidate's knowledge and skills in implementing, configuring, and maintaining Service Cloud solutions. Passing ADX261 exam is a great way to demonstrate your mastery of Service Cloud and boost your career prospects in the Salesforce ecosystem.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q150-Q155):

NEW QUESTION # 150

Cloud Kicks is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years need to be migrated to Salesforce for go-live.

Which approach should a consultant use for data migration?

- A. Prepare, Plan, Test, Validate, Execute
- **B. Plan, Prepare, Test, Execute, Validate**
- C. Plan, Prepare, Execute, Test, Validate

Answer: B

Explanation:

For data migration to Salesforce, including active accounts, contacts, and historical cases, the recommended approach is to Plan, Prepare, Test, Execute, and Validate. This structured approach ensures thorough preparation, testing for accuracy, execution of the migration, and validation of the data post-migration, ensuring a smooth transition to Salesforce with accurate and complete data.

NEW QUESTION # 151

Cloud Kicks has recently started using Entitlements within its support process. Service agents are selecting entitlements with similar names that are incorrectly associated with the account assigned on the case.

What should a consultant recommend to meet the requirements and help service agents?

- A. Configure a Quick Action.
- B. Set OWD sharing to Private.
- **C. Enable lookup filters.**

Answer: C

NEW QUESTION # 152

Universal Containers implemented Case Management to support business-to-consumer (B2C) customers. One custom field includes the customer's Personal Identifiable Information (PII) data. When a case is submitted, an account manager requires Read-Only access and needs to view the customer's PII data. A support engineer requires Read and Write access but no visibility into the customer's PII data.

Which solution should a consultant recommend to meet the requirements?

- A. Configure OWD for the Case object and implement Salesforce Shield.
- B. Configure View All for the Case object and field-level security.
- **C. Configure Case Team with Read Write and field-level security.**

Answer: C

NEW QUESTION # 153

A contact center manager wants to measure improvements to capacity planning operations after the implementation of a new

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