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The ADX261 Exam covers a wide range of topics related to Service Cloud administration and maintenance. Candidates will be tested on their ability to configure and manage the Service Cloud console, build and manage communities, design and implement knowledge management solutions, and create and manage reports and dashboards. ADX261 exam also evaluates a candidate's understanding of the Service Cloud data model and how to use it to support business processes.

Salesforce ADX261 exam is a valuable certification for professionals who want to demonstrate their expertise in Service Cloud administration. Administer and Maintain Service Cloud certification is recognized globally and is highly respected in the industry. Administer and Maintain Service Cloud certification not only enhances the skillset of the candidate but also opens up various job opportunities. With this certification, professionals can demonstrate their proficiency in administering and maintaining Salesforce Service Cloud, which is an essential skill for any organization that uses Salesforce to manage their customer service operations.

>> ADX261 Intereactive Testing Engine <<

New ADX261 Real Test, ADX261 Valid Dumps Demo

There are more and more people to try their best to pass the ADX261 exam, including many college students, a lot of workers, and even many housewives and so on. These people who want to pass the ADX261 exam have regard the exam as the only one chance to improve themselves and make enormous progress. So they hope that they can be devoting all of their time to preparing for the ADX261 Exam, but it is very obvious that a lot of people have not enough time to prepare for the important exam. Just like the old saying goes, the spirit is willing, but the flesh is weak.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q168-Q173):

NEW QUESTION # 168

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 # 169

Universal Containers has implemented Knowledge-Centered Support (KCS). Specific article types and categories require approval. Both the Publish Articles and the Submit for Approval buttons are available on page layouts. Agents are forgetting to submit certain articles types for approval.

What should a consultant recommend to automate the Approval Process?

- A. Create an autolaunched Flow.
- B. Update the Approval Process to Auto-launch.
- C. Create a Lightning Web Component action for Approval Process.

Answer: A

NEW QUESTION # 170

Cloud Kicks wants to offer its customers a more personalized, flexible service experience beyond emails, phone calls, and chatbots. What should the consultant recommend to meet this requirement?

- A. Salesforce Knowledge
- B. Social media
- C. Messaging apps

Answer: C

NEW QUESTION # 171

service representatives are complaining that their lightning service console is too crowded Making it difficult to find tab and features required. After reviewing service console all configured features are required.

- A. Enable keyboard shortcuts
- B. Create multiple console layouts
- C. Configure Macros
- D. Define criteria-based record page components

Answer: A

NEW QUESTION # 172

A Service Manager has just configured Chat at a company site. Now, the Agents cannot see the Chat footer component in the Which configuration option should be verified?

- A. Verify that users are assigned the Chat user profile
- B. Verify that users have access to the Chat public group.
- C. Verify that users are assigned the Chat feature license.
- D. Verify that users have access to the Chat buttons.

Answer: C

NEW QUESTION # 173

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