

Salesforce ADX261 Complete Exam Dumps, ADX261 Hottest Certification



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To be eligible for the ADX261 exam, candidates must have completed the Salesforce Certified Administrator certification and have experience working with Service Cloud. ADX261 exam consists of 60 multiple-choice questions that must be completed within 105 minutes. The topics covered in the exam include Service Cloud implementation, maintenance, and troubleshooting, as well as integration with other Salesforce products and features. Successful candidates will receive the Salesforce Certified Service Cloud Consultant certification, which is recognized globally and demonstrates their expertise in managing and maintaining the Service Cloud platform.

Salesforce ADX261 is an exam designed for professionals who are interested in administering and maintaining the Service Cloud platform. Administer and Maintain Service Cloud certification validates a candidate's knowledge and skills on the Service Cloud functionality, including managing cases, configuring entitlements, and defining Service Level Agreements (SLAs). Passing the ADX261 Exam is a key step towards earning the Salesforce Certified Service Cloud Consultant credential.

The ADX261 exam is a comprehensive assessment of your ability to administer and maintain Service Cloud. It tests your knowledge in various areas, including service console configuration, case management, knowledge management, entitlements, and service analytics. ADX261 exam also evaluates your understanding of key Service Cloud concepts like service contracts, entitlement processes, and service level agreements.

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q127-

Q132):

NEW QUESTION # 127

Universal Containers wants to provide its resellers a secure portal where they can share their customer accounts, submit and track the status of their cases, and view reports and dashboards.

Which solution should a consultant recommend?

- A. Customer Experience site
- **B. Partner Experience site**
- C. Employee Community

Answer: B

NEW QUESTION # 128

Universal Containers' customers prefer speaking to a live support agent for complex product issues. This results in a high volume of phone calls and customer dissatisfaction about long hold times.

Which functionality should the consultant recommend to address the problem?

- A. Web-to-Case
- B. Contact requests
- **C. Embedded Chat window**

Answer: C

Explanation:

To address customer dissatisfaction with long hold times for phone support, embedding a Chat window on the company's website or customer portal is recommended. This provides an alternative real-time communication channel, allowing customers to quickly connect with live support agents for complex issues without the need for phone calls, reducing wait times and improving customer satisfaction.

NEW QUESTION # 129

universal containers wants to unify channels and manage agent workload with omni-channel routing.what required step should a consultant address before configuring omni channel ?what required step should a consultant address before configuring omni channel ?

- A. Create SF cases to have omni channel enabled
- B. create the necessary objects in SF
- **C. customize service channel settings to define how the org receives work various sources**
- D. From setup select omnichannel and select enable omni channel

Answer: C

Explanation:

Customizing service channel settings to define how the org receives work from various sources is a required step that the consultant should address before configuring Omni-channel. Service channels are settings that allow administrators to specify how different types of work items, such as cases, chats, or leads, are routed and handled by Omni-channel. Service channels need to be defined and enabled before setting up routing configurations and rules for Omni-channel. Verified Reference: :

https://help.salesforce.com/s/articleView?id=sf.omnichannel_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.omnichannel_service_channels.htm&type=5

NEW QUESTION # 130

Universal Containers is migrating from Classic Knowledge to Lightning Knowledge using the Lightning Knowledge Migration Tool and noticed that none of the Article file attachments were migrated. How can a Consultant migrate the file attachments?

- A. Post the Files to the Chatter Feed on each Article.
- B. Upload the files as Documents, then relate them to the migrated Articles.
- **C. Use the Files Related List on each article to add files to your articles.**

- D. Use the Lightning Knowledge Migration Tool and choose 'include files'.

Answer: C

Explanation:

The Knowledge Importer is a tool that allows you to import articles from CSV files into Lightning Knowledge. However, it does not support importing file attachments from external knowledge bases. To migrate the file attachments, you need to use the Files Related List on each article to add files to your articles manually. You can upload files from your computer or select files from Salesforce or an external source such as Google Drive or Box. Verified Reference: [Import Articles into Lightning Knowledge] and [Add Files to Articles]

NEW QUESTION # 131

Universal Containers is preparing to implement Service Cloud for its global Support team. Requirements gathering sessions have resulted in a large set of required deliverables.

What should a consultant recommend as the next step?

- A. Provide a timeline that addresses all the requirements.
- B. Prioritize the requirements based on who submitted them.
- C. Organize the requirements from largest to smallest.
- **D. Identify the requirements needed for initial GoLive.**

Answer: D

Explanation:

Identifying the requirements needed for initial GoLive is the recommended next step after gathering a large set of required deliverables for implementing Service Cloud. Identifying the requirements needed for initial GoLive involves prioritizing the requirements based on their importance, urgency, complexity, and dependency. This can help determine the scope and timeline of the project, as well as the resources and budget needed. Identifying the requirements needed for initial GoLive can also help avoid scope creep, manage expectations, and ensure a successful implementation. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Project Management Best Practices

NEW QUESTION # 132

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