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Salesforce ADX261 Exam Syllabus Topics:

Topic	Details

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Salesforce ADX261 Exam is a proctored, multiple-choice test that comprises 60 questions. ADX261 exam is timed and must be completed within 105 minutes. The passing score for the ADX261 exam is 67%, and candidates who pass the exam are awarded the Salesforce Certified Service Cloud Consultant credential.

Salesforce ADX261 exam consists of 60 multiple-choice questions that you must complete within 105 minutes. The questions are designed to test your knowledge of Service Cloud administration and maintenance, including topics such as case escalation, data management, and reports and dashboards. To pass the exam, you must score at least 65%. Upon passing, you will receive the Salesforce Certified Service Cloud Consultant certification, which validates your expertise in managing and configuring the Service Cloud.

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q196-Q201):

NEW QUESTION # 196

Cloud Kicks support agents are getting too many emails due to case ownership changes. What should the admin recommend to solve the issue?

- A. Instruct users to uncheck the "Send notification email" checkbox when changing the owner.
- B. Create a screen flow to change the case owner and bypass the new ownership email.
- C. Uncheck the "Notify Case Owners when Case Ownership Changes" checkbox in Support Settings.

Answer: C

NEW QUESTION # 197

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. Einstein Bots
- B. OmniStudio
- C. Messaging

Answer: C

Explanation:

To enable customers to send messages via their preferred mobile app to agents in the Service Console, the "Messaging" feature in Salesforce is recommended. This feature integrates various messaging platforms with the Service Cloud, allowing agents to communicate with customers through their preferred channels, enhancing customer experience and engagement.

NEW QUESTION # 198

Universal Containers is changing their case management system to Salesforce. All active accounts, contacts, open cases and closed cases for the past five years must be migrated to Salesforce for go-live. Which approach should the consultant use for data migration?

- A. Prepare, plan, Test, execute, validate.
- B. Plan, prepare, test, execute, validate.
- C. Prepare, plan, validate, execute, test
- D. Plan, prepare, validate, execute, test

Answer: B

Explanation:

Plan, prepare, test, execute, validate is the approach that the consultant should use for data migration from the legacy case management system to Salesforce. This approach follows the best practices for data migration projects, such as defining the scope, mapping the fields, cleaning the data, testing the migration process, executing the migration in batches, and validating the results. Verified Reference: : https://trailhead.salesforce.com/en/content/learn/modules/data_migration/data_migration_process : https://trailhead.salesforce.com/en/content/learn/modules/data_migration/data_migration_best_practices

NEW QUESTION # 199

Cloud Kicks (CK) wants to adopt artificial intelligence (AI) for improving case closure key performance indicators (KPIs) and product support planning within its Service organization. CK has at least 1,000 closed cases from which it can predict accurate

values for fields that are empty. CK has yet to implement any Einstein AI products. Which approach should the consultant recommend to start AI efforts at CK?

- A. Confirm there are enough closed cases and turn on Einstein Service AI Grounding with Cases.
- B. Review and address Case data issues and set up Einstein Article Recommendations.
- **C. Review and address Case data issues and set up Einstein Classification Apps.**

Answer: C

Explanation:

To start AI efforts for improving case closure KPIs and product support planning, reviewing and addressing case data quality issues is essential before setting up Einstein Classification Apps. This approach ensures the AI models are trained on clean, reliable data, enhancing the accuracy of predictions for empty fields and overall effectiveness of the AI implementation in the Service organization.

NEW QUESTION # 200

Service Representatives are complaining that their Lightning Service Console is too crowded making it difficult to find the tabs and features they need. After reviewing the Service Representatives console use, all configured features are required. Which solution should a Consultant suggest to improve the efficiency of console users?

- A. Configure Macros
- **B. Enable Keyboard shortcuts**
- C. Define criteria-based record page components
- D. Create multiple Console layouts

Answer: B

NEW QUESTION # 201

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