

ADX261시험유효자료, ADX261최신덤프문제모음집



그리고 ITDumpsKR ADX261 시험 문제집의 전체 버전을 클라우드 저장소에서 다운로드할 수 있습니다:
<https://drive.google.com/open?id=14R6hoUy5qwMwv5YUBAISaUAQjQuSjxjG>

Salesforce인증 ADX261시험을 한방에 편하게 통과하여 자격증을 취득하려면 시험전 공부 가이드가 필수입니다. ITDumpsKR에서 연구제작한 Salesforce인증 ADX261덤프는Salesforce인증 ADX261시험을 패스하는데 가장 좋은 시험준비 공부자료입니다. ITDumpsKR덤프공부자료는 엘리트한 IT전문자들이 자신의 노하우와 경험으로 최선을 다해 연구제작한 결과물입니다.IT인증자격증을 취득하려는 분들의 결은ITDumpsKR가 지켜드립니다.

ITDumpsKR의 제품들은 모두 우리만의 거대한IT업계엘리트들로 이루어진 그룹 즉 관련업계에서 권위가 있는 전문가들이 자기만의 지식과 지금까지의 경험으로 최고의 IT인증관련자료를 만들어냅니다. ITDumpsKR의 문제와 답은 정확도 적중률이 아주 높습니다. 우리의 덤프로 완벽한Salesforce인증ADX261시험대비를 하시면 되겠습니다. 이렇게 어려운 시험은 우리Salesforce인증ADX261덤프로 여러분의 고민과 꿈을 한방에 해결해드립니다.

>> ADX261시험유효자료 <<

ADX261시험유효자료 덤프자료로 Administer and Maintain Service Cloud 시험패스가능

많은 사이트에서Salesforce 인증ADX261 인증시험대비자료를 제공하고 있습니다. 그중에서 ITDumpsKR를 선택한 분들은Salesforce 인증ADX261 시험통과의 지름길에 오른것과 같습니다. ITDumpsKR는 시험에서 불합격성적표를 받

으시면 덤프비용을 환불하는 서비스를 제공해드려 아무런 걱정없이 시험에 도전하도록 힘이 되어드립니다.
ITDumpsKR덤프를 사용하여 시험에서 통과하신 분이 전해주시는 희소식이 ITDumpsKR 덤프품질을 증명해드립니다.

ADX261 시험을 준비하기 위해 Salesforce는 후보자가 서비스 클라우드 애플리케이션을 사용해본 경험이 있고 서비스 클라우드 관리 과정을 수료한 것을 권장합니다. 후보자는 Salesforce의 Trailhead 플랫폼을 활용하여 시험 준비에 도움이 되는 다양한 온라인 강좌와 자료를 활용할 수도 있습니다.

Salesforce ADX261 (서비스 클라우드 관리 및 유지 관리) 인증 시험은 서비스 클라우드 플랫폼을 관리하고 유지 관리하는 전문가의 지식과 기술을 검증하도록 설계되었습니다. 이 인증 시험은 Salesforce 생태계에서 가장 인기있는 자격 증명 중 하나입니다.

최신 Certified Service Cloud Consultant ADX261 무료샘플문제 (Q66-Q71):

질문 # 66

Cloud Kicks wants to standardize its service KPIs for response time and first case closure rates.

Individual service agents, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access.

What is the recommended running user to meet the requirements?

- A. The VP of service
- B. The user creating the dashboard
- C. Let the dashboard viewers choose
- **D. The dashboard viewer**

정답: D

설명:

The dashboard viewer is the recommended running user to meet the requirements of standardizing the service KPIs for response time and first case closure rates. The dashboard viewer is a setting that allows the dashboard to display data according to the security settings of the user who is viewing it. This means that each user will see the same KPIs calculated using only the data they can access. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.dashboards_running_user.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.dashboards_dynamic.htm&type=5

질문 # 67

Cloud Kicks has implemented a review process for all new Knowledge articles. Each article must be reviewed and approved by a subject matter expert before becoming available to users.

Which step is necessary to make articles visible in all the selected channels?

- A. Set the status to Published from the Knowledge approval page.
- B. Set the final approval action to 'Lock the record for editing'.
- **C. Click Publish after the Approval Process.**

정답: C

설명:

For new Knowledge articles to be visible in selected channels after a review process, the necessary step is to click "Publish" post-approval. Once an article has been reviewed and approved by the designated subject matter expert, publishing the article makes it available to users across the specified channels. This ensures that only verified and approved content is accessible, maintaining quality and relevance.

질문 # 68

Universal Container's customers like speaking to a live support agent on complex product issues. This causes a heavy amount of phone calls and customers complain about the hold time.

What functionality should the consultant recommend implementing to resolve this issue?

- A. Contact Requests
- B. Open CTI
- C. Social Customer Service
- **D. Embedded Chat Window**

정답: D

설명:

Embedded Chat Window is the functionality that a consultant should recommend implementing to resolve the issue of heavy amount of phone calls and customer complaints about the hold time. Embedded Chat Window is a feature that allows customers to interact real-time with support agents from their computers and mobile devices. Embedded Chat Window can be added to any website or mobile app with a few lines of code. Customers can initiate a chat session by clicking on a chat button or widget, and agents can respond using the Service Console. Embedded Chat Window also supports features such as pre-chat forms, chat transcripts, chat transfer, file transfer, and chatbot integration. Embedded Chat Window can help reduce the volume of phone calls and improve customer satisfaction by providing an alternative and convenient channel for customers to get support for complex product issues. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Embedded Chat Service Overview

질문 # 69

Cloud Kicks (CK) has multiple product lines. CK is preparing to launch a public knowledge base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on its product. What is the recommended method to meet the requirement?

- A. Data Category groups
- B. Topics for objects
- C. Screen Flow

정답: A

설명:

Using Data Category groups allows Cloud Kicks to organize their large volume of articles by product, making it easier for users to find relevant information. This method enhances the searchability and user experience of the public knowledge base by categorizing articles in a way that aligns with the company's product lines.

질문 # 70

Universal Containers (UC) has hired a consulting firm to implement Service Cloud for its contact center for the first time. The project requires quick iterations and speedy completion. UC has requested frequent updates from the project team for check-ins and refinement.

Which methodology should the consultant recommend given the requirements?

- A. Agile
- B. Waterfall
- C. Hybrid

정답: A

설명:

The Agile methodology is best suited for projects requiring quick iterations, speedy completion, and frequent updates for check-ins and refinement, as it emphasizes flexibility, continuous improvement, and customer feedback. Agile allows for adaptive planning and encourages rapid and flexible response to changes, making it ideal for projects where requirements evolve or where the project needs to adapt quickly to new insights or customer needs.

질문 # 71

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ITDumpsKR에서 발췌한 Salesforce인증 ADX261덤프는 전문적인 IT인사들이 연구정리한 최신버전 Salesforce인증 ADX261시험에 대비한 공부자료입니다. Salesforce인증 ADX261 덤프에 있는 문제만 이해하고 공부하신다면 Salesforce인증 ADX261시험을 한방에 패스하여 자격증을 쉽게 취득할 수 있을 것입니다.

ADX261최신 덤프문제모음집 : <https://www.itdumpskr.com/ADX261-exam.html>

- ADX261시험유료자료 인기 인증시험자료 > www.dumptop.com 에서 > ADX261 <를 검색하고 무료 다운로드 받기|ADX261최신 업데이트버전 덤프문제공부
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