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The ADX261 exam covers a wide range of topics, including Service Cloud setup, data management, case management, and analytics. ADX261 exam also includes questions on collaboration and automation in Service Cloud, as well as integration with other Salesforce products. ADX261 Exam is intended for administrators who have experience with Service Cloud and are familiar with its key features and capabilities.

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q56-Q61):

NEW QUESTION # 56

Universal Containers wants to notify Support Managers when a new case has been untouched for more than two business days. Which approach should a consultant implement?

- A. Establish case assignment rules.
- B. Define case auto-response rules.
- C. **Configure case escalation rules.**
- D. Use Flow Builder to create a flow with a scheduled path.

Answer: C

NEW QUESTION # 57

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 date migration?

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

Answer: B

NEW QUESTION # 58

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. Use the Lightning Knowledge Migration Tool and choose 'include files'.
- **B. Use the Files Related List on each article to add files to your articles.**
- C. Post the Files to the Chatter Feed on each Article.
- D. Upload the files as Documents, then relate them to the migrated Articles.

Answer: B

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 # 59

Universal Containers (UC) is implementing Service Cloud. UC needs to reduce total case volume and the average amount of time spent by agents on cases.

Which solution meets these requirements?

- **A. Publish Knowledge articles to the Experience Cloud site, Enable the attachment of articles upon case closure.**
- B. Use escalation rules to move cases into the correct status. Create reports to monitor service-level agreement (SLA) adherence.
- C. Enable agent chat functionality for customers. Disable the ability to log a case from the Experience Cloud site.

Answer: A

NEW QUESTION # 60

Cloud Kicks wants to standardize its service key performance indicators (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. VP of service
- B. Team leaders
- **C. Dashboard viewer**

Answer: C

Explanation:

To standardize service KPIs for users at all levels while ensuring data visibility is based on user access, setting the dashboard running user as 'Dashboard Viewer' is recommended. This approach dynamically calculates KPIs using only the data accessible to the individual viewing the dashboard, ensuring consistency and data security across the organization.

NEW QUESTION # 61

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