Latest ADX261 Test Practice - Exam ADX261 Material

2026 Latest Itcertmaster ADX261 PDF Dumps and ADX261 Exam Engine Free Share: https://drive.google.com/open?id=1Zfayxd3je340X3qTEO1TY20e-Wqxiqbo

Once you pass the exam and obtain the ADX261 certificate, your life will take place great changes. On one hand, your job career will become more promising. All tasks will be finished excellently and efficiently because you have learned many useful skills from our ADX261 training guide. On the other hand, you will get more opportunities to be employed by the big company and get a brighter future with the ADX261 certification.

Salesforce ADX261 Certification Exam is an excellent opportunity for individuals seeking to validate their skills in administering and maintaining Service Cloud. Administer and Maintain Service Cloud certification focuses on testing the technical knowledge and expertise needed to manage a Service Cloud implementation effectively.

The Salesforce ADX261 exam is designed for Salesforce administrators who are responsible for managing Service Cloud in their organization. You should have a good understanding of Salesforce data model, security model, and user interface, as well as experience in configuring, customizing, and managing Salesforce Service Cloud. You should also possess strong analytical and problem-solving skills, and be able to identify and resolve complex business and technical issues related to Service Cloud.

>> Latest ADX261 Test Practice <<

2026 Salesforce ADX261: Latest Administer and Maintain Service Cloud Test Practice

Actual and updated ADX261 questions are essential for individuals who want to clear the Administer and Maintain Service Cloud (ADX261) examination in a short time. At Itcertmaster, we understand that the learning style of every ADX261 exam applicant is

different. That's why we offer three formats of Salesforce ADX261 Dumps. With our actual and updated ADX261 questions, you can achieve success in the Administer and Maintain Service Cloud (ADX261) exam and accelerate your career on the first attempt.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q130-Q135):

NEW QUESTION # 130
Universal Containers wants to reduce the amount of Sim support agents spend creating cases. Case creation must scale up to 5OO0 new cases per day, as well as allowing file attachments under 25 MB by the customer.
Which two features should the consultant suggest?
Choose 2 answers

- A. On-Domand Emali-to-Case
- B. Apex Email Service
- C. Web-to-Case forms
- D. Standard Email-to-case

Answer: A,C

Explanation:
On-Demand Email-to-Case and Web-to-Case forms are features that a consultant should suggest to reduce the amount of time support agents spend creating cases. Case creation must scale up to 5000 new cases per day, as well as allowing file attachments under 25 MB by the customer. These features can help automate the case creation process from email or web sources, as well as support file attachments. For example:
On-Demand Email-to-Case is a feature that allows you to convert customer emails into cases without installing an agent in your network. On-Demand Email-to-Case can handle up to 5000 new cases per day, and can also accept file attachments up to 25 MB in size. On-Demand Email-to-Case can help reduce the manual work of creating cases from emails, as well as preserve the email formatting and headers.
Web-to-Case forms are forms that you can embed on your website to allow customers to submit cases directly to Salesforce. Web-to-Case forms can handle up to 5000 new cases per day, and can also accept file attachments up to 25 MB in size. Web-to-Case forms can help capture customer information and issues from your website, as well as reduce the email and phone traffic to your support team.
Verified Reference: Service Cloud Consultant Certification Guide & Tips, Set Up On-Demand Email-to-Case, [Set Up Web-to-Case]

NEW QUESTION # 131
A Service Rep transfers a Live Agent Chat to another Rep.
Which two things will happened?

- A. The chat transcripts and case are transferred
- B. Both Service Reps can chat with the customer
- C. The Customer doesn't know they were transferred
- D. The Customer is shown the new Rep's name

Answer: A,D

NEW QUESTION # 132
Cloud Kicks is migrating its knowledge base from Classis Knowledge into Lightning Knowledge. After the migration, an integration process that manages the articles' lifesycles by archieving deleting articles of a certain designation now fails.
What are two reasons the integration is fading?
Choose 2 answers

- A. URL formats for articles drffer between Classic and Lightning Knowledge.
- B. Only Published articles are available in the API.
- C. Users must have Modify AM permission to delete archived articles.
- D. After the migration, an integration process that manages the articles' lifecyde by archiving and
- E. The Amde Type field is no longer accessible via SOQi or the API.

Answer: A,B

NEW QUESTION # 133
Universal Containers has three internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search.
Which solution should a consultant recommend to meet this requirement?

- **A. Create a single data category group for each division and provide access using the role hierarchy.**
- B. Create a sharing rule for each division to provide access using the role hierarchy.
- C. Create a sharing rule for each division to provide access based on the article category.

Answer: A

Explanation:
Salesforce Knowledge uses data categories to organize articles, making it easier to manage and access relevant content. By creating a single data category group for each division and controlling access through the role hierarchy, each division will only see articles categorized under their specific group. This setup ensures compliance with the requirement that divisions access only their own articles, leveraging Salesforce's robust security and access control features.

NEW QUESTION # 134
Cloud Kicks recently deployed an Omni-Channel implementation. A set of service agents that handle security-related issues have complained that case records are being routed to them incorrectly.
What should a consultant do first to validate that the Omni-Channel implementation is routing correctly?

- **A. Open the Omni-Channel Supervisor tab.**
- B. Open the relevant record being routed.
- C. Debug Omni-Channel routing from Setup.

Answer: A

Explanation:
To validate that Omni-Channel routing is functioning correctly, especially when agents report incorrect case routing, the first step should be to open the Omni-Channel Supervisor tab. This tool provides real-time visibility into the routing and handling of work items, allowing consultants to monitor and troubleshoot routing configurations and ensure that cases are directed to the appropriate agents based on predefined criteria.

NEW QUESTION # 135
......

Salesforce is one of the most powerful and rapidly growing fields nowadays. Everyone is trying to get the Salesforce ADX261 certification to improve their futures with it. Success in the test plays an important role in the up gradation of your CV and getting a good job or working online to achieve your dreams. The students are making up their minds for the Salesforce ADX261 test but they are mostly confused about where to prepare for it successfully on the first try.

- Latest ADX261 Dumps ▢ ADX261 Actual Dumps ▢ ADX261 Actual Dumps ▢ Open [www.pdfvce.com] enter ➡ ADX261 ▢ and obtain a free download ▢ADX261 Exam Overviews
- Pass Guaranteed Quiz 2026 ADX261: Marvelous Latest Administer and Maintain Service Cloud Test Practice ▢ Search for ☀ ADX261 ▢☀▢ and download it for free immediately on { www.examdiscuss.com } ▢ADX261 Latest Dumps Ppt
- ADX261 Latest Dumps Ppt ▢ Test ADX261 Questions Answers ▢ ADX261 Latest Dumps Ppt ✓ Search for { ADX261 } and download it for free on ➡ www.pdfvce.com ▢ website ▢Exam ADX261 Syllabus
- ADX261 Detailed Study Dumps ▢ ADX261 Reliable Learning Materials ▢ ADX261 Actual Dumps ▢ Easily obtain 《 ADX261 》 for free download through 「 www.vce4dumps.com 」 ▢ADX261 Test Topics Pdf
- ADX261 Actual Dumps ▢ Exam ADX261 Syllabus ▢ Valid ADX261 Exam Online ▢ Search for ⇒ ADX261 ⇐ on （ www.pdfvce.com ） immediately to obtain a free download ▢ADX261 Detailed Study Dumps
- ADX261 Reliable Learning Materials ▢ ADX261 Latest Braindumps ▢ Reliable ADX261 Exam Testking ▢ Search for ✔ ADX261 ▢✔▢ on " www.validtorrent.com " immediately to obtain a free download ▢Valid ADX261 Exam Format
- www.stes.tyc.edu.tw, courses.katekoronis.com, www.stes.tyc.edu.tw, www.stes.tyc.edu.tw, www.stes.tyc.edu.tw, www.stes.tyc.edu.tw, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, www.stes.tyc.edu.tw, www.stes.tyc.edu.tw, www.stes.tyc.edu.tw, Disposable vapes

P.S. Free & New ADX261 dumps are available on Google Drive shared by Itcertmaster: https://drive.google.com/open?id=1Zfayxd3je340X3qTEO1TY20e-Wqxiqbo