

Cert ADX261 Exam and Salesforce Exam ADX261 Practice: Administer and Maintain Service Cloud Latest Released



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Salesforce ADX261 exam consists of 60 multiple-choice questions, and you have 90 minutes to complete it. ADX261 exam is proctored and can be taken either onsite or online. You need to score a minimum of 68% to pass the exam and earn the certification. Administer and Maintain Service Cloud certification is valid for two years, after which you need to pass a maintenance exam to keep your credential active.

The ADX261 exam covers a range of topics, including Service Cloud configuration, data management, automation, and troubleshooting. Individuals who pass the exam will have a deep understanding of Service Cloud and will be able to manage it efficiently. They will also be able to customize Service Cloud to meet the unique needs of their organization, and they will have the skills to troubleshoot any issues that may arise. The ADX261 Certification is highly valued in the Salesforce community and is a testament to an individual's expertise in managing Service Cloud.

Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is designed to test the knowledge and skills of individuals who are responsible for managing Service Cloud in a Salesforce environment. Service Cloud is an essential part of the

Salesforce platform, and it allows businesses to provide excellent customer service to their clients. The ADX261 exam is an industry-recognized certification that ensures that individuals have the necessary skills to administer and maintain Service Cloud effectively.

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In this age of knowledge competition, we must keep up with the pace of the times, otherwise we will be eliminated. How to improve your ability and how to prove your ability is crucial. The answer is ADX261 Certification can help you prove your strength and increase social competitiveness. Although it is not an easy thing for somebody to pass the exam, but our ADX261 Exam Torrent can help aggressive people to achieve their goals. This is the reason why we need to recognize the importance of getting the test ADX261 certification.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q80-Q85):

NEW QUESTION # 80

The VP of Services at Universal Containers wants to reduce call center staffing. One of the initiatives is to deflect customer's interaction with a support agent while still providing relevant answers to the customer. How can a consultant automate the use of suggested articles to accomplish this goal?

- A. An email to case inquiry
- B. While holding for a support agent
- C. On-demand email to case
- D. Web-to-case question

Answer: A

NEW QUESTION # 81

Universal Containers wants to be able to assign cases based on the same criteria they use for chat. Which feature should a consultant recommend?

- A. Case Skills-based Assignment Rules
- B. Omni-channel Skills-based routing
- C. Omni-channel Queue-based routing
- D. Chat Queue-based routing

Answer: C

NEW QUESTION # 82

Cloud Kicks plans to deploy Service Cloud to customers who will have different levels of support. The consultant is unsure whether Entitlements only or Entitlements plus Service Contracts is the correct solution. Which question should the consultant ask to determine the preferred solution?

- A. Is support provided on a periodic basis and renewed annually?
- B. Will customers access Knowledge articles through Experience Cloud?
- C. Do multiple versions of the Entitlements need to be created and maintained?

Answer: A

NEW QUESTION # 83

The cost of providing contact center support has steadily increased. Universal Containers wants to take cost-saving measures. What should the consultant recommend?

- A. Configure Skills-Based Routing for service channels.
- **B. Configure a self-service Knowledge Base.**
- C. Create auto-response templates for Case emails.

Answer: B

Explanation:

To reduce the cost of providing contact center support, configuring a self-service Knowledge Base is advisable. This enables customers to find answers to their queries without needing to contact support agents directly, potentially reducing the volume of support inquiries and associated costs, while also improving customer satisfaction through quick self-resolution.

NEW QUESTION # 84

Universal Containers is considering a Knowledge-Centered Support (KCS) implementation. Which benefit can be expected from KCS adoption?

- **A. Reduced issue resolution time**
- B. Reduced need for self-service
- C. Reduced administrative overhead

Answer: A

Explanation:

Knowledge-Centered Support (KCS) focuses on integrating knowledge creation and maintenance into the problem-solving process. By adopting KCS, organizations can expect a reduction in issue resolution time as service agents have quicker access to solutions and knowledge articles, enabling faster responses to customer inquiries and issues.

NEW QUESTION # 85

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