

ADX261 - Professional Latest Braindumps Administer and Maintain Service Cloud Book



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These formats are Salesforce PDF Questions and practice test software. The Administer and Maintain Service Cloud ADX261 practice exam software is further divided into two formats. The name of these two formats is Salesforce ADX261 desktop practice test software and web-based Salesforce ADX261 practice test software. Both Salesforce ADX261 practice test software is the ADX261 Practice Exam that will give you a real-time ADX261 exam preparation environment to solve all Administer and Maintain Service Cloud ADX261 questions. With the Salesforce ADX261 practice test software you can understand your weak topic areas. Later on, working on these Salesforce ADX261 weak topic areas you can make it perfect.

In addition, this certification exam requires an understanding of the Service Cloud console and how it can be customized to meet the needs of an organization. Professionals taking the ADX261 Exam must also have experience working with customers, as they will be asked questions related to case management and communication channels such as email, chat, and social media.

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Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is ideal for professionals who work as Service Cloud Administrators, Consultants, or Developers. Administer and Maintain Service Cloud certification program is an excellent way for professionals to showcase their skills and knowledge in managing service cloud operations effectively. Administer and Maintain Service Cloud certification also helps professionals to stay updated with the latest trends and technologies in the service cloud domain.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q185-

Q190):

NEW QUESTION # 185

Cloud Kicks' development team must manage multiple projects that compete for limited resources. The team needs to change directions often and start urgent work quickly.

Which step should a consultant recommend completing before beginning the build phase?

- A. Test
- B. Enablement
- **C. Design**

Answer: C

NEW QUESTION # 186

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge - Centered Support (KCS) methodology.

Which two benefits can be expected from KCS adoption?

Choose 2 answers

- **A. A knowledge article life cycle that evolves based on usage and demand**
- B. A knowledge article life cycle that is implemented correctly the first time and does not need to change
- **C. Reduced issue resolution time**
- D. Reduced first contact resolution

Answer: A,C

Explanation:

These are two benefits that can be expected from Knowledge-Centered Support (KCS) adoption. KCS is a methodology that focuses on creating and maintaining knowledge as a by-product of solving issues. KCS advocates for a knowledge article life cycle that evolves based on usage and demand, meaning that articles are updated and improved based on feedback, analytics, and relevance. KCS also aims to reduce issue resolution time by enabling agents to find and reuse existing knowledge articles, as well as creating new articles for future use. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.knowledge_kcs_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.knowledge_kcs_benefits.htm&type=5

NEW QUESTION # 187

Ursa Major Solar cells highly technical products that require specific expertise for configuration changes and troubleshooting. A mobile workforce can be dispatched to support customers. Dispatching a worker comes at a high cost, and available appointment times are typically several weeks in the future.

What is the recommended method to improve the support experience while providing expert-level support?

- A. Workforce Engagement Self Scheduling
- **B. Visual Remote Assistant**
- C. Field Service Scheduler
- D. Omni-Channel Routing

Answer: B

Explanation:

Visual Remote Assistant is a feature that allows you to provide real-time interactive video support to your customers using their mobile devices. You can see what your customers see through their camera, guide them with annotations and pointers, and troubleshoot issues remotely. This solution can improve the support experience while providing expert-level support, as it can reduce the need for dispatching field workers, save time and costs, and increase customer satisfaction. Verified Reference: [Visual Remote Assistant]

NEW QUESTION # 188

How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

- A. Add the Suggested Article widget to the Case page layout.
- B. Create email templates with Knowledge Articles attached.
- **C. Add the Knowledge Component to the Service Console.**
- D. Add the Knowledge tab to the Console app.

Answer: C

Explanation:

The Knowledge component is a Lightning component that displays relevant articles on the case record page based on the case information. Agents can use the component to search for articles, attach articles to cases, view article details, and provide feedback on articles. The Knowledge component provides suggested article functionality to Lightning Service Console users by automatically recommending articles that match the case subject, description, or data categories. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Use the Lightning Knowledge Component

NEW QUESTION # 189

Universal Containers (UC) has created a new partner onboarding process that requires an agent to create 10 open activities that correlate to a step of the onboarding experience. UC typically adds 20 new partners a week. Creating activities is labor intensive and can take up to 20 minutes each to complete.

What is a cost-effective method for agents to create these activities?

- A. Navigate a Screen Flow.
- **B. Execute a macro**
- C. Leverage Einstein Case Wrap-Up.

Answer: B

Explanation:

To efficiently create multiple activities related to the new partner onboarding process, executing a macro is a cost-effective method. Macros automate repetitive tasks, allowing agents to quickly generate the required activities for each step of the onboarding process, saving time and reducing manual effort.

NEW QUESTION # 190

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