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No matter how much you study, it can be difficult to feel confident going into the Administer and Maintain Service Cloud (ADX261) exam. However, there are a few things you can do to help ease your anxiety and boost your chances of success. First, make sure you prepare with Real ADX261 Exam Dumps. If there are any concepts you're unsure of, take the time to take ADX261 practice exams until you feel comfortable.

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The Salesforce ADX261 Exam covers Service Cloud basic knowledge, management of service entitlements, case escalation and resolution, Lightning Knowledge, Communities, Live Agent, Omni-Channel Routing, service console customization, Salesforce Knowledge, Case Origination, and Problem Management. Candidates should have a solid understanding of these core topics to pass the certification exam.

# Salesforce Administer and Maintain Service Cloud Sample Questions (Q121-Q126):

#### **NEW QUESTION #121**

Universal Containers provides customers with different service levels based on their services agreement. The VP of customer service wants to use Service Cloud to track when cases have yet to reach certain stages and ensure that senior management is alerted accordingly.

Which feature should a consultant recommend to address this requirement?

- A. Entitlements and Milestones
- B. Reports and Dashboards
- C. Service Contracts

#### Answer: A

### Explanation:

To track case progress against service levels and alert senior management for cases not reaching certain stages, Entitlements and Milestones within Service Cloud are recommended. This feature enables organizations to define specific service levels and the associated timelines for case resolution. Milestones can be used to monitor critical stages in case resolution, and actions can be configured to alert management if cases are at risk of breaching service levels.

#### **NEW QUESTION # 122**

As part of a service improvement project, Cloud Kicks (CK) has implement Knowledge management for its support agents. Several months after the implementation, CK management notices an inconsistency in reported customer satisfaction, CPIS show a decrease; however, many customers have provided testimonials about great support experinces. Which KPI should help explain the disparity?

- A. Track the average calls per day, average cases per agent, and average cases per case type.
- B. Benchmark the average cases per agent versus the team average across each case channel
- C. Measure difference in CSAT ol cases with and without articles attached.
- D. Track not promoter scores as part of an automated survey after case closure for every cote.

#### Answer: A

#### **NEW QUESTION # 123**

Universal Containers wants to display a history of all of today's changes to a case in the order that occurred on a single page view. This requirement includes comments, emails, and edit to case fields. What tool should a consultant recommend to implement this requirement?

- A. Salesforce Console for Service
- B. Auto launch flow
- C. Visualforce custom page Questions & Answers PDF Page 6
- D. Process Builder

#### Answer: A

### Explanation:

Salesforce Console for Service is a tool that can implement the requirement of displaying a history of all of today's changes to a case in the order that occurred on a single page view. Salesforce Console for Service is a workspace that allows agents to manage multiple cases and interactions on a single screen. It includes a feed-based layout that shows a history of all the changes to a case, such as comments, emails, and edits to case fields, in chronological order. Verified Reference::

https://help.salesforce.com/s/articleView?id=sf.console2\_overview.htm&type=5: https://help.salesforce.com/s/articleView?id=sf.console2\_feed\_based\_layouts.htm&type=5

# **NEW QUESTION #124**

Universal Containers (UC) wants to report on how many customers with Service Contracts have specific entitlements to determine if UC's support offerings should be adjusted.

Which feature should the consultant recommend?

- A. Build a dashboard.
- B. Build a joined report.
- C. Build a custom report type.

#### Answer: C

#### **NEW QUESTION # 125**

Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions. What feature should a consultant configure to meet this requirement?

- A. Next Best Actions
- B. Case Feed
- C. Omni-channel Supervisor
- D. Push Notifications

#### Answer: C

# Explanation:

Omni-channel Supervisor is a feature that allows managers to monitor the performance and activity of agents and queues in real time. Managers can view metrics such as agent status, workload, capacity, and chat transcripts. Managers can also provide real-time feedback to agents during customer chat sessions by sending private messages or coaching requests. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Omni-Channel Supervisor Overview

# **NEW QUESTION #126**

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