

Pass Guaranteed 2026 Newest ADX261: Examinations Administer and Maintain Service Cloud Actual Questions



Questions and Answers (PDF)

For More Information - Visit:
<https://www.certschief.com/>

Additional Features:

- ✓ 90 Days Free Updates
- ✓ 30 Days Money Back Guarantee
- ✓ Instant Download
- ✓ 24/7 Live Chat Support

Visit us at <https://www.certschief.com/adx261/>

BONUS!!! Download part of Pass4sureCert ADX261 dumps for free: https://drive.google.com/open?id=19-Jxd2cjOh_KYuT8ySb3VnnlH09SJbca

The study system of our company will provide all customers with the best study materials. If you buy the ADX261 latest questions of our company, you will have the right to enjoy all the ADX261 certification training materials from our company. More importantly, there are a lot of experts in our company; the first duty of these experts is to update the study system of our company day and night for all customers. By updating the study system of the ADX261 Training Materials, we can guarantee that our company can provide the newest information about the ADX261 exam for all people.

We believe that our test-orientated high-quality ADX261 exam questions would be the best choice for you, we sincerely hope all of our candidates can pass ADX261 exam, and enjoy the tremendous benefits of our ADX261 prep guide. The pass rate of our ADX261 exam questions is as high as 99% to 100%. Helping candidates to pass the ADX261 Exam has always been a virtue in our company's culture, and you can connect with us through email at the process of purchasing and using, we would reply you as fast as we can.

>> Examinations ADX261 Actual Questions <<

Achieve Your Goals with Real Salesforce ADX261 Exam Questions

One of the most important functions of our ADX261 preparation questions are that can support almost all electronic equipment, including the computer, mobile phone and so on. If you want to prepare for your exam by the computer, you can buy the Software and APP online versions of our ADX261 training quiz, because these two versions can work well by the computer. Moreover, the APP online version of our ADX261 learning materials can also apply the IPAD, phone, laptop and so on.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q182-Q187):

NEW QUESTION # 182

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

Answer: A

Explanation:

Omni-channel Queue-based routing is a feature that can enable Universal Containers to assign cases based on the same criteria they use for chat. Omni-channel Queue-based routing allows administrators to define routing configurations and rules that determine how work items, such as cases and chats, are routed to agents based on criteria such as availability, capacity, and skills. Verified

Reference: : https://help.salesforce.com/s/articleView?id=sf.omnichannel_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.omnichannel_queue_based_routing.htm&type=5

NEW QUESTION # 183

Service Representatives are complaining that their Lightning Service Console is too crowded making it difficult to find the tabs and features they need. After reviewing the Service Representatives console use, all configured features are required. Which solution should a Consultant suggest to improve the efficiency of console users?

- A. **Define criteria-based record page components**
- B. Configure Macros
- C. Create multiple Console layouts
- D. Enable Keyboard shortcuts

Answer: A

Explanation:

Criteria-based record page components are components that only display on a record page when certain conditions are met. For example, you can show a component only when the case status is closed, or when the case priority is high. This way, you can reduce the clutter on the Lightning Service Console and make it easier for service representatives to find the tabs and features they need.

You can use the Lightning App Builder to define criteria-based record page components for different objects and apps. Verified Reference: [Criteria-Based Record Page Components]

NEW QUESTION # 184

Universal Containers (UC) recently expanded sales to Mexico and Canada, UC wants Omni-Channel to route cases to agents who speak the customer's preferred language and have the right knowledge to solve the issue.

Which solution should a consultant recommend to meet the requirements?

- A. Configure Case Assignment rule and Omni-Channel Supervisor.
- B. **Configure Omni-Channel Skills-Based Routing**
- C. Configure Omni-Channel Queue-Based Routing

Answer: B

Explanation:

For Universal Containers to efficiently route cases based on language proficiency and subject matter expertise, Skills-Based Routing in Omni-Channel is the optimal solution. This configuration allows administrators to define specific skills, such as language proficiency

or technical knowledge, and assign them to agents. Cases can then be automatically routed to agents who possess the required skills to address the customer's needs, ensuring effective communication and resolution.

NEW QUESTION # 185

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

Answer: B

Explanation:

Configuring case escalation rules is an approach that can notify support managers when a new case has been untouched for more than two business days. Case escalation rules are tools that allow administrators to define the conditions and actions for escalating cases to higher-level agents or managers. Case escalation rules can help ensure that cases are handled in a timely and efficient manner. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.case_escalation_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.case_escalation_create.htm&type=5

NEW QUESTION # 186

Service Agents report that there are so many buttons and components on the Case layout that it is difficult for them to remember which features should be used.

How can a consultant address this concern?

- A. Use Einstein Next Best Action.
- B. Improve Validation Rule messages.
- C. Implement record types and page layouts.
- D. **Configure Path for Cases.**

Answer: D

Explanation:

When service agents are overwhelmed by the abundance of buttons and components on the Case layout, configuring Path for Cases offers a streamlined and guided approach to case management. The Path feature highlights key stages and the necessary steps at each stage, helping agents focus on the most relevant actions and information. This reduces confusion and improves the user experience, making it easier for agents to remember and utilize the features that are most important for case resolution.

NEW QUESTION # 187

.....

Do you want to get the valid and latest study material for ADX261 actual test? Please stop hunting with aimless, Pass4sureCert will offer you the updated and high quality Salesforce study material for you. The ADX261 training dumps are specially designed for the candidates like you by our professional expert team. ADX261 Questions and answers are valuable and validity, which will give you some reference for the actual test. Please prepare well for the actual test with our ADX261 practice torrent, 100% pass will be an easy thing.

ADX261 Exam Training: <https://www.pass4surecert.com/Salesforce/ADX261-practice-exam-dumps.html>

Pass4sureCert offers its Administer and Maintain Service Cloud product in three forms, ADX261 PDF, desktop practice exam software, and Administer and Maintain Service Cloud web-based practice test, All these versions of ADX261 practice test files include the new information that you need to know to pass the test, Salesforce Examinations ADX261 Actual Questions Furthermore you should get it as soon as possible to avoid missing any good opportunity, It is also a portable format, meaning the Administer and Maintain Service Cloud (ADX261) dumps PDF can be accessed on smartphones, tablets, and laptops.

These include revenue recognition, Why is my business special, Pass4sureCert offers its Administer and Maintain Service Cloud product in three forms, ADX261 PDF, desktop practice exam software, and Administer and Maintain Service Cloud web-based

practice test.

Why do you need to trust Pass4sureCert ADX261 Exam Practice Questions?

All these versions of ADX261 practice test files include the new information that you need to know to pass the test. Furthermore you should get it as soon as possible to avoid missing any good opportunity.

It is also a portable format, meaning the Administer and Maintain Service Cloud (ADX261) dumps PDF can be accessed on smartphones, tablets, and laptops. Well preparation of ADX261 practice test will be closer to your success and get authoritative certification easily.

DOWNLOAD the newest Pass4sureCert ADX261 PDF dumps from Cloud Storage for free: https://drive.google.com/open?id=19-Jxd2cjOh_KYuT8ySb3VnnlH09SJbca