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The Salesforce ADX261 exam covers a wide range of topics related to the Service Cloud platform, including the implementation of Service Cloud solutions, the configuration of Service Cloud features, and the management of Service Cloud data. Candidates are tested on their ability to design, implement, and manage Service Cloud solutions that meet the needs of the business. ADX261 Exam is also designed to assess the candidate's understanding of key Service Cloud concepts, such as case management, knowledge management, and service level agreements (SLAs).

>> New ADX261 Exam Notes <<

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q77-Q82):

NEW QUESTION # 77
Universal Containers is migrating from Classic Knowledge to Lightning Knowledge using the Lightning Knowledge Migration Tool and noticed that none of the Article file attachments were migrated. How can a Consultant migrate the file attachments?

- A. Post the Files to the Chatter Feed on each Article.
- B. Use the Files Related List on each article to add files to your articles.
- C. Upload the files as Documents, then relate them to the migrated Articles.
- D. Use the Lightning Knowledge Migration Tool and choose 'include files'.

Answer: B

Explanation:
The Knowledge Importer is a tool that allows you to import articles from CSV files into Lightning Knowledge. However, it does not support importing file attachments from external knowledge bases. To migrate the file attachments, you need to use the Files Related List on each article to add files to your articles manually. You can upload files from your computer or select files from Salesforce or an external source such as Google Drive or Box. Verified Reference: [Import Articles into Lightning Knowledge] and [Add Files to Articles]

NEW QUESTION # 78
Cloud Kicks wants to offer its customers a more personalized, flexible service experience beyond emails, phone calls, and chatbots. What should the consultant recommend to meet this requirement?

- A. Salesforce Knowledge
- B. Messaging apps
- C. Social media

Answer: B

Explanation:
To offer a more personalized and flexible service experience, integrating messaging apps into the service strategy is recommended. Messaging apps allow for asynchronous, convenient communication that can enhance customer engagement and satisfaction by catering to their preferences for quick, informal interactions.

NEW QUESTION # 79
What arc three necessary steps to test that the Omm-Channel implementation is routing correctly?
Choose 3 answers

- A. Log in as a user who is enabled for Omni-Channel access.
- B. Enable Debug Omni Channel routing configuration in SttUp.
- C. Open the Omni-Channel Supervisor tab.
- D. Open the record you want to route.
- E. Change the owner to a queue associated with the routing configuration,

Answer: A,B,C

NEW QUESTION # 80
Cloud Kicks uses Social Customer Service to create and respond to customer cases After closing a case, service agents are seeing duplicate cases the customer makes a new social post.
What should a consultant recommend?

- A. Configure a Macro to close the duplicate case
- B. In Inbound Setting, set Enable Case Reopen to 3 days.
- C. Change the Run Apex As User to a service agent profile.
- D. Establish Duplicate Rules to find similar cases.

Answer: B

Explanation:
This is the recommended solution to prevent duplicate cases when a customer makes a new social post after closing a case. In Inbound Settings, there is an option to enable case reopen, which allows a closed case to be reopened when a customer replies on the same social network within a specified number of days. Setting this option to 3 days means that if a customer posts a new comment on Facebook or Twitter within 3 days of closing a case, the original case will be reopened instead of creating a new one.
Verified Reference: : Enable Case Reopen

NEW QUESTION # 81
Universal Containers is implementing Service Cloud to make the workflow more efficient and improve customer support.
When setting up Service Cloud, which aspect is crucial to ensure that service agents have access to the right customer information?

- A. Enhancing user profiles for customer services
- B. Tailoring the objects to expose specific customer data
- C. Optimizing the user interface for improved usability

Answer: C

NEW QUESTION # 82
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