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Salesforce ADX261 certification exam is ideal for professionals who are seeking to enhance their skills and knowledge in Service Cloud administration and maintenance. It is designed for Salesforce administrators, consultants, and developers who are responsible for configuring and managing Service Cloud. By passing this certification exam, professionals can showcase their expertise in Service Cloud and demonstrate their ability to administer and maintain Service Cloud solutions effectively.

Salesforce ADX261 exam is a certification test designed for professionals who want to demonstrate their knowledge and expertise in administering and maintaining Salesforce Service Cloud. ADX261 Exam measures the knowledge of the candidate in various areas such as designing and implementing knowledge management, configuring and managing case escalation rules, managing entitlements and Service Level Agreements (SLAs), and configuring and managing the Salesforce Console. ADX261 exam is ideal for professionals who want to enhance their skills and demonstrate their proficiency in Service Cloud administration.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q84-Q89):

NEW QUESTION # 84
Universal Containers requires that users have the ability to view specific cases, as determined by the Product Type field on the case. When a case is created or closed, an email should be sent only to users who have access to the case.
Which feature should a consultant recommend to meet these requirements?

- A. Case teams
- B. Case swarms
- C. Account teams

Answer: A

Explanation:
Case teams in Salesforce allow for collaborative case management by enabling a group of users to work on cases together. By using case teams, Universal Containers can specify which users have access to cases based on the Product Type field. Additionally, workflow rules or process builders can be configured to send emails to case team members when a case is created or closed, ensuring that only those with access to the case are notified, thus meeting the requirements.

NEW QUESTION # 85
Cloud Kicks provides support to customers across the world and uses Lightning Experience. Service agents have a set of common responses.
Managers would like to consolidate the responses as quick text, translate them to multiple languages, and share them with the correct groups of service agents.
What should a consultant recommend to meet the requirements?

- A. Share a folder with quick text for each translation.
- B. Share each quick text individually to Public Groups.
- C. Use custom labels to manage quick text translations.

Answer: A

Explanation:
Sharing a folder containing quick text translations for each language with the appropriate groups of service agents ensures that agents have access to common responses in the necessary languages. This approach facilitates efficient communication with customers worldwide and streamlines the management of translated quick texts.

NEW QUESTION # 86
Cloud Kicks (CK) uses Service Cloud and Slack. For difficult cases, service agents want to create a swarm in Slack to pull in experts from multiple CK departments.
What should the consultant recommend to an agent who wants to launch a Slack Swarm?

- A. Quick Action
- B. Escalation rules
- C. Apex trigger

Answer: A

Explanation:
For agents wanting to launch a Slack Swarm for difficult cases, Quick Actions provide a straightforward and efficient way to initiate these collaborative efforts. Quick Actions can be configured to start a swarm directly from the Salesforce record, facilitating rapid cross-departmental collaboration in Slack. This approach streamlines the process of pulling in experts from various departments to work together on solving complex customer issues.

NEW QUESTION # 87
A recent review of customer satisfaction surveys revealed the support center does a poor job of upseting new products to customers. Customers report dissatisfaction when calling for troubleshooting, billing, enrollment, or similar issues and receiving a sales pitch. However, customers that have been upsold new products are two times more likely to remain a customer.
What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

- A. Validation Rules
- B. Einstein Reply Recommendations
- C. Einstein Next Best Action
- D. Service Analytics Predictions

Answer: D

NEW QUESTION # 88
Universal Containers is using the Lightning Service Console for managing cases and wants to add a softphone to enable click-to-call capability.
Which three configurations are needed for the softphone to work in Salesforce? Choose 3 answers

- A. Install an adapter from AppExdiange to work with third-party CTI systems.
- B. Enable Live Agent in their community to chat with an agent.
- C. Create a softphone layout and assign to user profiles.
- D. Assign the correct Salesforce users to the Call Center.
- E. Assign the Salesforce CTI license to Salesforce users.

Answer: A,C,D

NEW QUESTION # 89
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