

Pass Guaranteed Quiz 2025 ADX261: Administer and Maintain Service Cloud–Efficient Latest Exam Tips



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Salesforce ADX261 exam is an essential certification for administrators who are responsible for administering and maintaining Service Cloud within their Salesforce org. Administer and Maintain Service Cloud certification demonstrates the candidate's knowledge and skills in configuring and managing Service Cloud features and their understanding of Salesforce's best practices for managing customer service operations. Passing the exam will help the candidate stand out from the crowd and open up opportunities for career advancement.

Salesforce ADX261 (Administer and Maintain Service Cloud) exam is designed to test the knowledge and skills of individuals who are responsible for administering and maintaining Service Cloud in Salesforce. ADX261 Exam measures the candidate's ability to configure and manage Service Cloud, including topics such as case management, entitlements, knowledge management, and service console customization. ADX261 exam is ideal for individuals who are responsible for ensuring that Service Cloud is configured and maintained in a way that meets the needs of the organization and its customers.

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To take the ADX261 exam, candidates must have a fundamental understanding of Salesforce concepts and skills. They should have experience working with the service cloud and be familiar with its features and capabilities. ADX261 Exam requires candidates to have a thorough understanding of service cloud administration, including account and contact management, case management, and service entitlements.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q11-Q16):

NEW QUESTION # 11

Cloud Kicks pride support to customers across the world and uses the 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 to the correct groups of service agents.

What should a consultant recommend to meet the requirements?

- A. Set the Organization-Wide default to Public Ready Only.
- **B. Share the Folder with Quick text for each language.**
- C. Share each Quick Text individually to Public Groups.
- D. Use translation Workbench to localize each Quick Text.

Answer: B

Explanation:

Sharing the Folder with Quick Text for each language is the recommended solution to meet the requirements, because it allows CK to consolidate, translate, and share the common responses as Quick Text. Quick Text is a feature that enables service agents to insert predefined messages, such as greetings, answers, or closing statements, into emails, chats, tasks, events, and more. Quick Text can be organized into folders and shared with different groups of users based on their language or role. Quick Text can also be translated into multiple languages using Translation Workbench or a third-party service. Verified Reference: : Quick Text Overview : : Share Quick Text Using a Folder in Lightning Experience : : Translate Quick Text

NEW QUESTION # 12

Cloud Kicks (CK) wants to adopt artificial intelligence (AI) for improving case closure key performance indicators (KPIs) and product support planning within its Service organization. CK has at least 1,000 closed cases from which it can predict accurate values for fields that are empty. CK has yet to implement any Einstein AI products.

Which approach should the consultant recommend to start. AI efforts at CK?

- A. Review and address Case data issues and set up Einstein Article Recommendations.
- B. Confirm there are enough closed cases and turn on Einstein Service AI Grounding with Cases.
- **C. Review and address Case data issues and set up Einstein Classification Apps.**

Answer: C

NEW QUESTION # 13

Universal Containers (UC) is ramping up its Knowledge program. UC has a robust analytics team that would like to report on trends in Knowledge Searching, User Activity, and Data Category Usage.

Which reporting solution should a consultant recommend?

- A. Custom Report Types with Reports and Dashboards
- **B. Knowledge Base Reports and Dashboard Package Installation**
- C. Knowledge Dashboard Pack for CRM Analytics Installation

Answer: B

Explanation:

For Universal Containers to report on trends in Knowledge Searching, User Activity, and Data Category Usage, installing the Knowledge Base Reports and Dashboard package is recommended. This package provides pre-built reports and dashboards specifically designed for analyzing Knowledge usage and performance, enabling UC's analytics team to gain insights into Knowledge program effectiveness.

NEW QUESTION # 14

Cloud Kicks (CK) started out as a small shoe company. Now, CK is growing and needs to meet changing customer expectations while also uplifting agent skill sets and organizational success.

In which order would a consultant work through a high-level discussion and planning session with CK?

- A. Gather organizational vision, match appropriate metrics, plan for user feedback, and map processes.
- B. Gather organizational vision, map processes, plan for user feedback, and define metrics.
- C. Gather organizational vision, map processes, plan metrics, and plan for user feedback.

Answer: C

NEW QUESTION # 15

Universal Containers wants to notify support managers when a new case has been untouched for more than 2 business hours. Which approach should a consultant implement?

- A. Create a Flow with a scheduled path.
- B. Establish Case Assignment rules.
- C. Configure Case Escalation rules.

Answer: C

NEW QUESTION # 16

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