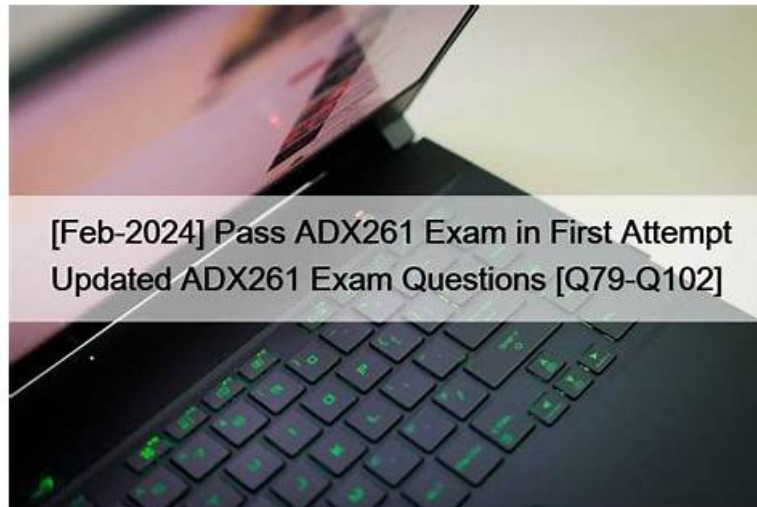


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Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is designed to test the knowledge and skills of individuals who are responsible for managing Service Cloud in a Salesforce environment. Service Cloud is an essential part of the Salesforce platform, and it allows businesses to provide excellent customer service to their clients. The ADX261 exam is an industry-recognized certification that ensures that individuals have the necessary skills to administer and maintain Service Cloud effectively.

To prepare for the ADX261 Exam, candidates must have a solid understanding of Service Cloud features, architecture, and best practices. They must also have experience in configuring and customizing Service Cloud to meet business requirements. Salesforce recommends that candidates have at least six months of hands-on experience with Service Cloud before attempting the exam.

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q191-Q196):

NEW QUESTION # 191

Service agents need to send emails with attachments to customers based on the case details.
Which Lightning Service Console feature should a consultant use to meet the requirement?

- A. Lightning Knowledge
- B. Custom case actions
- C. Quick text template

Answer: B

Explanation:

To facilitate service agents sending emails with attachments based on case details, configuring custom case actions in the Lightning Service Console is recommended. These actions can be tailored to include email templates and attachment options, streamlining the process for agents and enhancing case resolution efficiency.

NEW QUESTION # 192

Universal Containers is initiating a program to improve customer satisfaction. As part of the program, customers must be surveyed after the case is closed to ensure the customer is satisfied and the issue has been resolved.

Which solution should a consultant recommend to meet this requirement?

- A. Use auto-response rules to send an email to the customer.
- **B. Use Flow Builder to send an email to the customer.**
- C. Use Escalation Rules to assign the case to a case queue.

Answer: B

Explanation:

To survey customers for satisfaction after case closure, utilizing Flow Builder to automate the sending of survey emails is recommended. This solution allows for the creation of a customized workflow that triggers an email survey to the customer once a case is marked as closed, ensuring timely feedback collection and aiding in the continuous improvement of customer satisfaction.

NEW QUESTION # 193

to help service agents more accurately respond to cases universal containers wants a list of relevant knowledge articles to be displayed on case record page.

- A. Add the knowledge tab to the service console
- B. Add knowledge data categories to each case
- **C. Add knowledge component to case record page**
- D. Add the knowledge related list to the case record page

Answer: C

Explanation:

Adding knowledge component to case record page is a solution that can enable Universal Containers to display a list of relevant knowledge articles on case record page. Knowledge component is a Lightning component that allows agents to search, view, and attach articles to cases from the case record page. Knowledge component also shows suggested articles based on the case information and the agent's profile. Verified Reference: : https://help.salesforce.com/s/articleView?id=sfknowledge_lightning_component.htm&type=5 : https://help.salesforce.com/s/articleView?id=sfknowledge_lightning_component_suggested.htm&type=5

NEW QUESTION # 194

Universal Containers wants to automate case management for the web support team.

When new cases come in from the website they should be routed to the support team to work in the order that they are submitted. Which approach should a Consultant implement?

- A. Contact Request flow
- B. Lightning Component
- **C. Case queues**
- D. Direct Messaging

Answer: C

Explanation:

Case queues are an approach that a consultant should implement to automate case management for the web support team. Case queues are locations where cases are routed to await processing by a group of users. Case queues can be used to assign cases to the web support team based on criteria such as case origin, priority, or type. Case queues also allow agents to work on cases in the

order that they are submitted. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.customize_queues.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.customize_casequeues.htm&type=5

NEW QUESTION # 195

universal containers receives partner data in excel format.the excel data is all text ,but needs to be imported into existing Salesforce date,number and text files.

Which 3 best practices should a consultant recommend?

- A. Standardize all rows to match salesforce data types
- B. Import records and create a workflow rule to change the data type
- C. Deduplicate the data before importing into SF
- D. Install data quality analysis dashboards from the appexchange
- E. Import the records and use duplicate management

Answer: A,C,D

NEW QUESTION # 196

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