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Administer and Maintain Service Cloud

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Salesforce ADX261 Exam Syllabus Topics:

Topic	Details

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Salesforce ADX261 certification exam is a valuable credential for professionals who work with service cloud technology. It demonstrates a candidate's expertise in service cloud administration, configuration, and maintenance. To prepare for ADX261 exam, candidates should have a fundamental understanding of Salesforce concepts and skills, as well as hands-on experience working with the service cloud.

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.

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).

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q16-Q21):

NEW QUESTION # 16

Universal Containers has implemented a call-based response system. The call wait time has become too long and customer service is being affected. Management would like to find a way for their agents to handle more customer transactions per day.

Which two features should a Consultant recommend?

Choose 2 answers

- **A. Case Auto-Response**
- B. Escalation Rules
- C. Facebook Messaging
- **D. Chat**

Answer: A,D

NEW QUESTION # 17

Cloud Kicks (CK) uses Lightning Knowledge and has set up Data Categories. CK uses Data Category Visibility to control access based on products and geographic location. The Service Cloud administrator plans to enable "Use standard Salesforce sharing" in Sharing Settings under Knowledge Setting.

Which consideration should the administrator be aware of when making this change?

- A. Data Category Visibility of AM Categories provides Public Read Only access.
- B. Data Category Visibility of All Categories provides Public Read/Write access.
- **C. Data Categories no longer control access to articles.**
- D. Data Category Visibility of Custom overrides Organization-Wide Sharing Default access.

Answer: C

Explanation:

This is the main consideration when enabling "Use standard Salesforce sharing" in Sharing Settings under Knowledge Settings, because it changes how article access is controlled. When this setting is enabled, article access is controlled by organization-wide sharing defaults and sharing rules, instead of data categories and data category visibility settings. This means that data categories are only used for filtering and organizing articles, not for restricting access. Verified Reference: : Control Article Access with Sharing Settings

NEW QUESTION # 18

Cloud Kicks support agents are getting too many emails due to case ownership changes.

What should the admin recommend to solve the issue?

- **A. Uncheck the "Notify Case Owners when Case Ownership Changes" checkbox in Support Settings.**

- B. Instruct users to uncheck the "Send notification email" checkbox when changing the owner.
- C. Create a screen flow to change the case owner and bypass the new ownership email.

Answer: A

NEW QUESTION # 19

Universal Containers case managers receive a high volume of new cases daily and would like to improve efficiency across multiple teams with multiple disparate product specializations. Currently, all cases are automatically distributed evenly across all case managers, regardless of the case manager's knowledge of the products related to the case.

What should a consultant recommend to modify the Case Assignment rules?

- A. Implement Queue-Based Routing
- **B. Implement Skills-Based Routing.**
- C. Implement Einstein Article Recommendations.

Answer: B

NEW QUESTION # 20

Cloud Kicks will use the Salesforce Knowledge Article Importer to migrate existing articles from another knowledge base. The current knowledge base includes how-to guides written in HTML.

What is the recommended method to import the how-to guides into Salesforce Knowledge?

- A. Modify the import parameters to specify HTML encoding.
- B. Change the HTML format first to support subfields.
- **C. Create an HTML file for each rich text area field.**

Answer: C

Explanation:

When migrating how-to guides written in HTML to Salesforce Knowledge, the recommended approach is to create an HTML file for each article's rich text area field. This method ensures that the HTML content is properly formatted and displayed within Salesforce Knowledge articles, preserving the original layout and functionality of the how-to guides.

NEW QUESTION # 21

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