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Salesforce ADX261 exam is a certification test that focuses on an administrator's ability to administer and maintain Service Cloud. ADX261 exam is designed to test an administrator's knowledge of the Service Cloud features and capabilities, as well as their ability to maintain and manage the Service Cloud platform. ADX261 exam is a valuable credential for professionals who want to demonstrate their mastery of Service Cloud administration and maintenance.

Salesforce ADX261 exam is a proctored, multiple-choice test that comprises 60 questions. ADX261 exam is timed and must be completed within 105 minutes. The passing score for the ADX261 Exam is 67%, and candidates who pass the exam are awarded the Salesforce Certified Service Cloud Consultant credential.

In order to prepare for the ADX261 exam, Salesforce recommends that candidates have experience working with Service Cloud applications and have completed the Service Cloud Administration course. Candidates can also take advantage of Salesforce's Trailhead platform, which offers a variety of online courses and resources to help prepare for the exam.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q88-Q93):

NEW QUESTION # 88
Universal Containers is using WhatsApp to provide support to customers in Service Console.
Agents would like to preview PDFs sent
by customers from the chat window.
What should a consultant recommend?

- A. Use File Preview in the chat.
- B. Download the PDFs from the chat.
- C. Ask the customer to send the PDF via email.

Answer: A

NEW QUESTION # 89
Support managers have requested the ability to provide real-time feedback to agents during customer chat sessions.
Which feature should a consultant configure to meet this requirement?

- A. Omni-Channel Supervisor
- B. Flow Orchestrator
- C. Chatter

Answer: A

Explanation:
Omni-Channel Supervisor is a feature designed to provide real-time visibility into agents' work and chat sessions. It allows support managers to monitor live chat sessions and offer immediate feedback or assistance to agents, enhancing the quality of customer service and agent performance.

NEW QUESTION # 90
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. Facebook Messaging
- B. Case Auto-Response
- C. Chat
- D. Escalation Rules

Answer: B,C

NEW QUESTION # 91
Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's manager would like a report on their agents' daily call volume, including related case and contact information.
How should the consultant recommend the report be created?

- A. Customize the My Team's Calls This Week standard report.
- B. Build a report on Products with Activities grouped by owner.
- C. Create a Custom Report type with Activities as the primary object.

Answer: C

NEW QUESTION # 92
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

Explanation:
In planning sessions with Cloud Kicks, the recommended approach is to first gather organizational vision, then map out processes, plan key performance metrics, and finally, incorporate a plan for gathering user feedback. This structured approach ensures alignment with organizational goals, efficiency in processes, measurable outcomes, and continuous improvement based on feedback.

NEW QUESTION # 93
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