Salesforce ADX261 Latest Exam Review - Test ADX261 Lab Questions

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Salesforce ADX261 is an exam designed for professionals who are interested in administering and maintaining the Service Cloud platform. Administer and Maintain Service Cloud certification validates a candidate's knowledge and skills on the Service Cloud functionality, including managing cases, configuring entitlements, and defining Service Level Agreements (SLAs). Passing the ADX261 exam is a key step towards earning the Salesforce Certified Service Cloud Consultant credential.

Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is a professional certification designed for individuals who want to demonstrate their expertise in administering and maintaining the Service Cloud. Administer and Maintain Service Cloud certification exam is ideal for professionals who work as Salesforce Administrators, Consultants, or Developers and are responsible for managing Service Cloud implementations.

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Test ADX261 Lab Questions - ADX261 Exams Training

To get the ADX261 certification takes a certain amount of time and energy. Even for some exam like ADX261, the difficulty coefficient is high, the passing rate is extremely low, even for us to grasp the limited time to efficient learning. So how can you improve your learning efficiency? Here, I would like to introduce you to a very useful product, our ADX261 practice materials, through the information and data provided by it, you will be able to pass the ADX261 qualifying examination quickly and efficiently as the pass rate is high as 99% to 100%.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q24-Q29):

NEW QUESTION # 24
Universal Containers (UC) wants to improve case management by assigning cases to agents based on their relevant product specialization. UC also wants to automatically assign agents to the next case to evenly distribute the case workload.
Which Omni-Channel feature meets the requirements?

- A. Use Most Cases Closed report.
- B. Use the agents' Presence Status.
- C. Use the most available routing model.

Answer: C

Explanation:
To assign cases based on agents' product specialization and ensure even distribution of case workload, using Omni-Channel's "Most Available" routing model is suitable. This model assigns work based on agents' capacity and specialization, balancing the workload among agents while ensuring cases are matched with the appropriate expertise.

NEW QUESTION # 25
Cloud Kicks uses the Service Console and work items to route cases to available agents.
Service agents need a way to see work they have accepted and incoming items. Which feature should a Service Cloud consultant recommend?

- A. Omni-Channel Utility widget
- B. Global Shared Macro
- C. Actions & Recommendations component
- D. Personalised navigation menu

Answer: A

Explanation:
The Omni-Channel Utility widget is a component that can be added to the Service Console to allow agents to see their work status, accept incoming work items, and view their work queue. The widget also displays notifications and alerts for agents when they receive new work or when their status changes. Verified Reference: : Omni-Channel Utility Widget

NEW QUESTION # 26
A customer submitted a case that is routed to a service desk agent at Universal Containers. After the agent responds to the case, they realize the customer is ineligible for support.
Which solution should the consultant recommend to prevent this scenario from happening in the future?

- A. Add the related Account's Entitlement related list to the Case Lightning Record Page.
- B. Add the related Contact's Entitlement related list to the Case Lightning Record Page.
- C. Add the Case's Entitlement related list to the Case Lightning Record Page.

Answer: B

Explanation:
To prevent agents from responding to cases from customers who are ineligible for support, adding the related Contact's Entitlement related list to the Case Lightning Record Page is recommended. This allows agents to quickly verify the customer's entitlement to support before proceeding with case resolution, ensuring compliance with support policies.

NEW QUESTION # 27

Universal Containers is using Service Cloud for customer entry and case management, but order fulfillment, inventory, invoicing, and financial data are stored in other systems.

Which solution should a consultant recommend for integration?

- A. Utilize Apex with integrated External Objects.
- B. Utilize an AppExchange integration package.
- C. Utilize MuleSoft to integrate the systems.

Answer: C

NEW QUESTION # 28

Cloud Kicks (CK) recently implemented Knowledge-Centered Support (KCS) to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving support key performance indicators (KPIs), CK wants to know where to focus its efforts next.

What should a consultant recommend that CK do next?

- A. Detach articles from cases to reset statistics.
- B. Allow agents to create and publish articles independently.
- C. Use the Search Activity Gaps dashboard component.

Answer: C

Explanation:

To continue improving support KPIs after implementing Knowledge-Centered Support (KCS), utilizing the Search Activity Gaps dashboard component is recommended. This tool helps identify topics for which customers are searching but not finding satisfactory answers, guiding CK's efforts in creating new or updating existing articles to address these gaps and further enhance customer satisfaction and support efficiency.

NEW QUESTION # 29

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