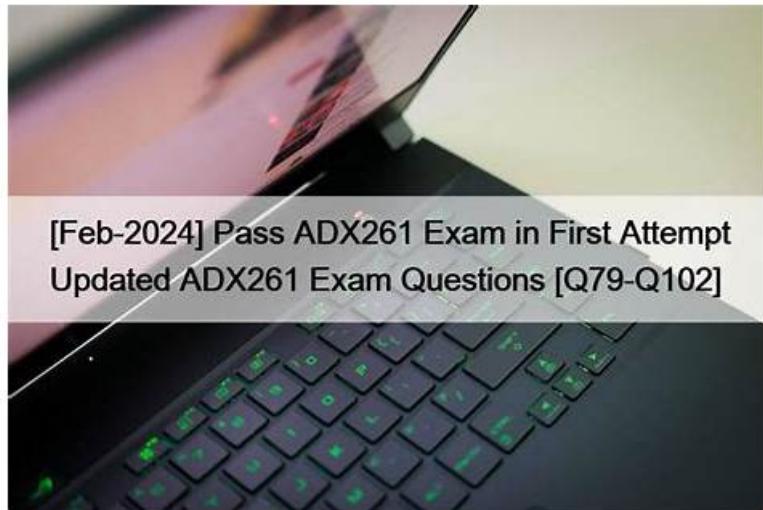


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Salesforce ADX261 (Administer and Maintain Service Cloud) Exam is an industry-recognized certification that validates an individual's knowledge and skills in administering and maintaining Service Cloud solutions. ADX261 exam is designed for professionals who want to demonstrate their expertise in configuring and managing Service Cloud, a customer service platform that empowers businesses to deliver personalized and efficient customer service experiences.

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Candidates for the ADX261 exam can rely on our practice material because it is of the greatest quality and will assist them in preparing for the Salesforce certification test successfully on the first try. Actualtests4sure's main goal is to offer 100% actual ADX261 Exam Questions in order to help applicants clear the ADX261 test in a short time. We are confident that our updated ADX261 practice questions will help you pass the Administer and Maintain Service Cloud (ADX261) certification exam on the first attempt.

## Salesforce Administer and Maintain Service Cloud Sample Questions (Q32-Q37):

### NEW QUESTION # 32

Universal Containers wants to allow customers to send messages to agents in Service Console via their preferred mobile app. Which feature should a consultant recommend?

- A. OmniStudio
- B. **Messaging**
- C. Einstein Bots

### Answer: B

Explanation:

To allow customers to send messages to agents in the Service Console via their preferred mobile app, the Messaging feature is

recommended. This feature supports various messaging channels such as SMS, Facebook Messenger, and WhatsApp, enabling customers to communicate with service agents using their preferred platforms. The integration of Messaging with the Service Console provides agents with a unified interface for handling customer interactions across different messaging platforms.

#### **NEW QUESTION # 33**

Cloud Kicks has several hundred knowledge articles that span dozens of topics and cover a wide range of products, help articles, and trouble shooting ideas. The admin at Cloud Kicks is going to organize the knowledge articles into Data Categories.

What should the admin keep in mind when organizing articles?

- A. Data category hierarchy can have up to 10 levels.
- B. Articles can have up to 8 data categories.
- C. There can be up to 10,000 data categories.

**Answer: A**

#### **NEW QUESTION # 34**

Universal Containers has four internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search. Which solution should a consultant recommend to meet this requirement?

- A. Create a sharing rule for each division to provide access using the role hierarchy.
- B. Create separate data category groups for each division and assign the category to a division profile.
- C. Create a sharing rule for each division to provide access based on criteria of the article.
- D. Create a single data category group for each division and provide access using the role hierarchy.

**Answer: D**

#### **NEW QUESTION # 35**

Universal Containers is using the Lightning Service Console for managing cases and wants to add a softphone to enable click-to-call capability.

Which three configurations are needed for the softphone to work in Salesforce? Choose 3 answers

- A. Create a softphone layout and assign to user profiles.
- B. Install an adapter from AppExchange to work with third-party CTI systems.
- C. Assign the correct Salesforce users to the Call Center.
- D. Enable Live Agent in their community to chat with an agent.
- E. Assign the Salesforce CTI license to Salesforce users.

**Answer: A,B,C**

#### **NEW QUESTION # 36**

The VP of Services at Universal Containers wants to reduce call center staffing. One of the initiatives is to deflect customer's interaction with a support agent while still providing relevant answers to the customer.

How can a consultant automate the use of suggested articles to accomplish this goal?

- A. While holding for a support agent
- B. Web-to-case question
- C. On-demand email to case
- D. An email to case inquiry

**Answer: D**

#### **NEW QUESTION # 37**

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