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Salesforce ADX261 Certification Exam covers a wide range of topics related to Service Cloud, including designing and configuring Service Cloud, managing cases and solutions, implementing entitlements and milestones, and integrating with other Salesforce products. ADX261 exam is designed to test the candidate's knowledge and skills in administering and maintaining Service Cloud, as well as their ability to troubleshoot and resolve issues related to Service Cloud. Upon passing the exam, candidates will receive the Salesforce Certified Administrator credential, which is recognized globally as a mark of excellence in Salesforce Administration.

Salesforce ADX261 Certification Exam is an excellent opportunity for individuals seeking to validate their skills in administering and maintaining Service Cloud. Administer and Maintain Service Cloud certification focuses on testing the technical knowledge and expertise needed to manage a Service Cloud implementation effectively.

Salesforce ADX261 Certification Exam is designed for professionals who are responsible for administering and maintaining the service cloud within an organization. ADX261 exam tests the candidate's knowledge of service cloud administration, configuration, and maintenance. It is a highly sought-after certification for professionals who work with Salesforce service cloud technology.

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People always want to prove that they are competent and skillful in some certain area. The ways to prove their competences are varied but the most direct and convenient method is to attend the certification exam and get some certificate. The ADX261 exam questions have simplified the sophisticated notions. The software boosts varied self-learning and self-assessment functions to check the learning results. The software of our ADX261 Test Torrent provides the statistics report function and help the students find the weak links and deal with them.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q156-

Q161):

NEW QUESTION # 156

Universal Containers runs a support operation with multiple call centers. The Support Manager wants to measure first-call resolution by call center location, agent, and calendar month.

Which reporting solution should the Consultant recommend?

- A. Create a joined report that includes fields for call center location, agent, calendar month, and first-call resolution.
- B. Create a list view report that includes fields for call center location, agent, calendar month, and first-call resolution.
- C. Create a matrix report that includes fields for call center location, agent, calendar month, and first-call resolution.
- D. Create a reporting snapshot that includes fields for call center location, agent, calendar month, and first-call resolution.

Answer: C

NEW QUESTION # 157

The call center manager at Universal Containers wants to generate daily reports to monitor agent productivity trends.

Which primary object should a consultant select to create a new Omni-Channel report type?

- A. Agent Work
- B. Assigned Work
- C. Agent Detail

Answer: A

Explanation:

The "Agent Work" object is pivotal for creating Omni-Channel reports focused on monitoring agent productivity trends. This object tracks work items assigned to agents, including cases, chats, and other work types routed through Omni-Channel. By using the "Agent Work" object as the basis for a report, a consultant can analyze various metrics such as work item type, duration, status, and outcome, providing insights into individual and team performance. This information is essential for call center managers to identify productivity trends, make informed decisions to optimize workflows, and enhance overall service delivery.

NEW QUESTION # 158

Universal Containers (UC) provides customer support for two separate business groups. UC requires that cases for each business group have different support processes and fields.

Which feature should a consultant implement to meet the requirement?

- A. Omni-Channel
- B. Dynamic Forms
- C. Record Types

Answer: C

Explanation:

For Universal Containers to manage different support processes and fields for two separate business groups, implementing Record Types is recommended. Record Types allow the creation of distinct page layouts for each business group, enabling customization of support processes and fields to meet the specific needs of each group, ensuring effective and organized case management.

NEW QUESTION # 159

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 # 160

universal containers wants to unify channels and manage agent workload with omni-channel routing what required step should a consultant address

before configuring omni channel ?what required step should a consultant address before configuring omni channel ?

- A. create the necessary objects in SF
- B. customize service channel settings to define how the org receives work various sources
- C. Create SF cases to have omni channel enabled
- D. From setup select omnichannel and select enable omni channel

Answer: D

NEW QUESTION # 161

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