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## Salesforce Contact Center Accredited Professional Sample Questions (Q150-Q155):

### NEW QUESTION # 150

Universal Containers plans on notifying its customers with an automated outbound SMS message every time a package gets shipped out and when it arrives.

How should an administrator provision the phone number to support this functionality?

- A. Provision a long code phone number on least 2 weeks before go live
- B. Provision a toll free phone number at least 8 weeks before go live
- C. Provision a short code phone number at least 8 weeks before go live

**Answer: A**

Explanation:

For notifying customers with automated outbound SMS messages, provisioning a phone number well in advance is essential. A long code phone number, which is typically a regular 10-digit phone number, is suitable for such notifications and generally requires at least 2 weeks to provision. This allows sufficient time for setup and testing before going live. Therefore, "C. Provision a long code phone number at least 2 weeks before go live" is the correct step for supporting this functionality effectively.

Reference: Salesforce SMS Implementation Guide

### NEW QUESTION # 151

The consultant should suggest using a record-triggered flow to detect keywords and assign the case to a specialist queue that matches the keyword. This is the most effective approach to address the issue of long response times due to frequent case transfers. A client wants to use structured content to provide a rich end user experience with consistency and faster service in their messaging channels.

The centipen Messaging for Web, Messaging for In-App, and Enhanced Facebook messaging Which capability should a consultant recommend?

- A. The Messaging for Agents guided flow in the Service Console
- B. Interactive Messaging Components in the Service Connect
- C. Quick Texts for Messaging in the Service Console

**Answer: B**

Explanation:

For enhancing the end-user experience with structured content in messaging channels, the consultant should recommend using Interactive Messaging Components in the Service Connect. This capability allows the deployment of rich, interactive content such as menus, lists, and cards within the messaging interface, providing a dynamic and engaging user experience. Interactive Messaging Components enable customers to interact with automated flows that can handle inquiries and transactions without needing live agent intervention, thereby ensuring consistency and speeding up service delivery. This feature is especially effective in Messaging for Web, In-App, and Enhanced Facebook messaging environments where interactive engagements can significantly enhance user satisfaction and operational efficiency.

Reference: <https://www.salesforce.com/products/service-cloud/features/>

### NEW QUESTION # 152

The customer prioritizes routing cases to agents based on language skills and technical expertise. Which routing logic requirement should be emphasized?

- A. Emphasize case escalation based on SLA breaches and time to resolution.
- B. Utilize presence-based routing to connect available agents regardless of expertise.
- C. Implement round-robin routing to distribute cases evenly among agents.
- D. Configure skill-based routing with agent profiles mapped to specific languages and specialties.

**Answer: D**

Explanation:

Skill-based routing is crucial for prioritizing case assignments based on agent competencies, such as language skills and technical expertise. By configuring agent profiles within Salesforce and mapping these profiles to specific skills, cases can be automatically routed to the most qualified agents. This method ensures that customers receive the best possible service from agents who are most capable of addressing their specific needs, enhancing both efficiency and customer satisfaction.

#### **NEW QUESTION # 153**

The best set of functionalities for the client's needs is a combination of Messaging for Web and Embedded Service, with possible consideration of Einstein Bots depending on specific requirements.

- **A. Customer Collaboration over Processes and Tools Working Software over Comprehensive Documentation Responding to Change over Processes and Tools**
- B. As part of the project governance, Ursa Major Solar has decided to use Agile Development Principles. One of the project stakeholders has come to a consultant to explain to them a more detail the 12 agile principles. What is one of the agile principles?
- C. A consultant is preparing post-implementation training material for the agents and supervisors. Agents will need to use the cell transcript
- D. All three options you listed are actually Agile principles! Agile Development emphasizes a set of 12 guiding principles that promote flexibility, collaboration, and iterative development. Here's a breakdown of each option:

**Answer: A**

Explanation:

configured in Amazon Connect a part of the implementation

Explanation:

One of the Agile principles relevant to the query is "Customer collaboration over processes and tools." This principle emphasizes the importance of working with customers throughout the development process, valuing their input more than sticking rigidly to tools or predefined processes. This collaborative approach ensures that the product evolves as per the customer's needs and feedback, leading to more successful and relevant outcomes. It supports Agile's overarching goal of adaptive planning, evolutionary development, and continual improvement, which aligns perfectly with the dynamic needs of project development.

Reference: <https://agilemanifesto.org/principles.html>

#### **NEW QUESTION # 154**

Validating messaging channel functionality involves testing message delivery and content accuracy. Which tool helps with this?

- A. Monitoring chat logs and transcripts within Salesforce to review message content and delivery status.
- B. Conducting user testing sessions with real customers to gather feedback on the messaging experience and content clarity.
- C. Utilizing third-party testing tools like Twilio Sandbox or MessageBird to send test messages and verify delivery.
- **D. All of the above, offering a comprehensive approach to validate message delivery, content accuracy, and user experience.**

**Answer: D**

Explanation:

Validating messaging channel functionality effectively requires a combination of different tools and methods. Monitoring chat logs and transcripts within Salesforce provides direct insight into message content and delivery status. Third-party testing tools like Twilio Sandbox or MessageBird offer environments to test message delivery and functionality under controlled conditions. Conducting user testing sessions with real customers gathers valuable feedback on the actual messaging experience and content clarity. Therefore, "D. All of the above, offering a comprehensive approach to validate message delivery, content accuracy, and user experience" covers all necessary aspects for thorough validation.

Reference: Salesforce Messaging

#### **NEW QUESTION # 155**

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