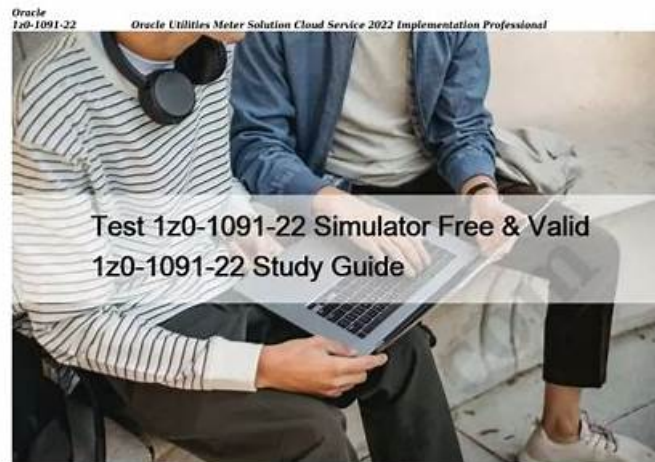


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Salesforce Contact Center Accredited Professional Sample Questions (Q63-Q68):

NEW QUESTION # 63

The company prioritizes increasing online self-service adoption. Which KPI would effectively measure this?

- A. Web Chat Engagement Rate
- B. Customer Effort Score (CES)
- C. Number of Knowledge Base Articles Viewed
- **D. Case Volume Deflection Rate**

Answer: D

Explanation:

The Case Volume Deflection Rate is the key performance indicator that would effectively measure the success of increasing online self-service adoption. This KPI calculates the percentage of potential cases that are deflected through self-service channels such as FAQs, knowledge base articles, and automated chatbots, indicating how well these tools are serving customers' needs without requiring direct agent involvement. It is an effective measure of self-service adoption and efficiency.

NEW QUESTION # 64

Your customer wants to measure the success of the implementation in terms of business impact. Which key performance indicators (KPIs) are most relevant?

- A. Customer satisfaction scores, net promoter score (NPS), and customer retention rates.
- B. Cost savings achieved through operational efficiency and reduced call volume.
- C. Number of cases resolved, average handle time, and agent productivity metrics.
- **D. All of the above, providing a holistic view of Contact Center impact on business goals.**

Answer: D

Explanation:

To measure the success of a Contact Center implementation in terms of business impact, a holistic approach that considers various KPIs is essential. These should include operational metrics like the number of cases resolved and average handle time, customer-centric metrics such as customer satisfaction scores and NPS, and financial metrics like cost savings from operational efficiencies. Thus, "D. All of the above, providing a holistic view of Contact Center impact on business goals" covers the range of indicators necessary to fully evaluate the success and impact of the implementation.

Reference: Salesforce KPIs for Contact Centers

NEW QUESTION # 65

Universal Containers (UC) has been working on a Digital Engagement implementation C requires minimal customization efforts and, therefore, has decided to go with change a deployments. UC's current environments are listed below.

- * Production Org
- * Test Sandbox
- * Developer Sandbox

Which environments should have a two-way deployment connection in this scenario

- **A. Production Org and Test Sandbox**
- B. Developer Sandbox and Production
- C. Test Sandbox and Developer Sandbox

Answer: A

Explanation:

For Universal Containers implementing Digital Engagement with minimal customization and focusing on change deployments, the two-way deployment connection should be between the Production Org and Test Sandbox. This setup allows for testing changes in the Test Sandbox before deploying them to Production, and vice versa, facilitating safe, iterative updates and testing without affecting the live environment directly.

Reference: Salesforce Deployment Best Practices

NEW QUESTION # 66

Based on the scenario and considering regulatory limitations, the most suitable messaging channel for Ursa Major Solar (UMS) to proactively initiate conversations with previous contact center customers is Messaging for Web.

An insurance company handles a large volume of cases every year. The companies communicate with the customer and other third parties through related cases and the same customer issue. Currently, they find it confusing to follow the count appears from different people and channels.

What should a consultant utilize to design a solution so the common is easier to follow, but still relatable to the original customer case?

- **A. Case Hierarchy**
- B. Chatter
- C. Case Comments

Answer: A

Explanation:

To manage a large volume of cases and the associated communication threads effectively, the consultant should implement a Case Hierarchy. Case Hierarchy allows the organization to link related cases, making it easier to track all communication concerning a customer issue across different cases and channels. This structure helps in maintaining a clear and organized overview of the case progression, facilitating easier follow-up and resolution. Case Hierarchy is particularly beneficial in environments where cases often involve multiple interactions over a range of related issues.

NEW QUESTION # 67

Your scenario involves assigning chats and emails to available agents based on skill sets. Which feature facilitates this?

- A. Skill-based routing leveraging agent skill profiles to match tasks with qualified individuals.
- **B. All of the above, working together for optimal multi-channel task assignment and routing.**
- C. Presence-based routing automatically assigning tasks based on agent availability.
- D. Omni-Channel Presence States indicating online and offline agent status for different channels.

Answer: B

Explanation:

Assigning chats and emails based on agent skills involves multiple features:

A: Presence-based routing ensures tasks are assigned only when agents are available.

B: Omni-Channel Presence States help manage which agents are online and ready to take on tasks across different channels.

C: Skill-based routing leverages agent skill profiles to match them with tasks they are qualified to handle.

Integrating these features provides a robust system that ensures tasks are assigned efficiently and effectively to the right agents at the right time.

NEW QUESTION # 68

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