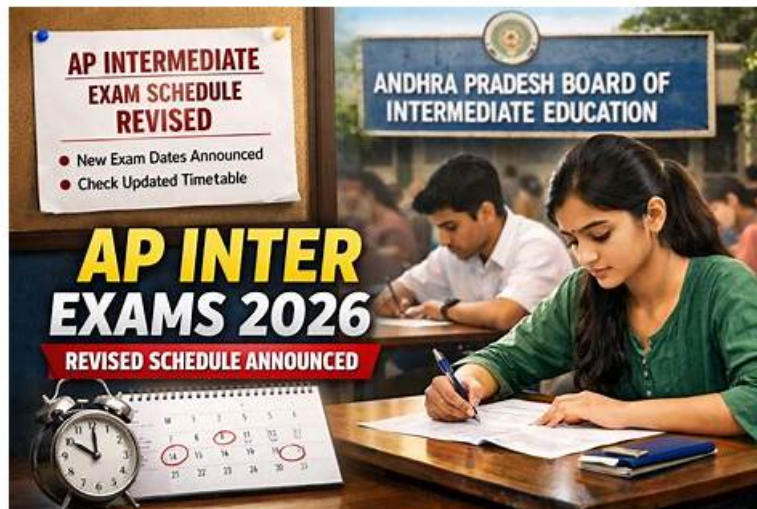


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Salesforce Contact Center Accredited Professional Sample Questions (Q73-Q78):

NEW QUESTION # 73

Out of the listed options, the most effective combination of features/capabilities to improve UMS's call handling speed and efficiency is:

1. Service Cloud Voice:

- * Streamlines inbound and outbound calling within Salesforce, eliminating context switching and improving agent productivity.
- * Offers features like call recording, transcription, and click-to-dial for faster call handling.

2. Omni-Channel:

- * Intelligently routes calls to the most qualified agents based on skills, availability, and workload, ensuring faster issue resolution.
- * Provides real-time insights into agent performance and call metrics

for effective management.

3. Einstein Bots:

* Handles simple inquiries and FAQs, deflecting calls from agents and reducing queue wait times.

* Can handle tasks like scheduling appointments, providing basic account information, or collecting initial issue details, freeing up agents for complex issues.

During a design workshop, Ursa Major Solar (UMS) indicates to a consultant that many cases around the same topic, which is usually an outage. Currently the customer service agents need to respond to each and every case separately, which takes a line amount of time. They would like to be able to collect these cases together and y message that would be received by all customers.

Which incident management feature should the consultant recommend UMS the direct communication with customers?

- A. Broadcast Site Banner
- **B. Broadcast Alert**
- C. Broadcast Email

Answer: B

Explanation:

To address the need for mass communication during common issue occurrences like outages, the consultant should recommend the Broadcast Alert feature in Salesforce Incident Management. This feature allows Ursa Major Solar to send a real-time alert to all affected customers quickly and efficiently. Broadcast Alerts are useful for providing immediate updates, instructions, or solutions to customers impacted by the same issue, thus reducing the need for individual case responses and significantly saving time.

NEW QUESTION # 74

You need to validate case closure accuracy and completeness. Which tool helps with this?

- A. Data Validation Rules on case fields requiring specific formats or preventing invalid entries before closure.
- B. Case History review for completeness and verification of resolution details before final closure.
- **C. All of the above, contributing to ensuring accurate and complete case closure for efficient data management.**
- D. Case Closure Rules automatically closing cases based on predefined criteria and ensuring required fields are filled.

Answer: C

Explanation:

For configuring chatbots within a Contact Center, multiple platforms offer flexibility and diverse functionalities:

A: Einstein Bots provide AI-powered conversation capabilities with templates tailored for various customer service scenarios.

B: Flow Builder offers a visual interface for designing bot conversations, making it easy to customize logic and user interactions.

C: Dialogflow and other third-party platforms can be integrated with Salesforce, offering advanced AI and NLP capabilities for complex interactions.

Leveraging these platforms provides comprehensive options for creating and managing chatbots tailored to different needs and use cases within a Contact Center.

NEW QUESTION # 75

Your customer wants to offer 24/7 omnichannel support with personalized interactions. Which Salesforce feature best addresses this?

- **A. Service Cloud Einstein**
- B. Omni-Channel Routing
- C. Customer Community
- D. Case Management

Answer: A

Explanation:

Service Cloud Einstein is designed to enhance customer service operations with AI capabilities, providing personalized, predictive, and automated interactions across all channels. This tool allows for 24/7 omnichannel support with features like AI-driven

recommendations, chatbots, and automated case routing, which significantly improve the personalization and efficiency of customer interactions. Thus, "C. Service Cloud Einstein" best addresses the need for personalized 24/7 omnichannel support.
Reference: Salesforce Service Cloud Einstein

NEW QUESTION # 76

You're preparing historical call recordings for migration. Which step helps improve audio quality and accessibility for playback within the new system?

- A. Converting call recordings to a supported audio format compatible with the new Contact Center platform.
- B. Optimizing audio file size while maintaining optimal sound quality for clear playback and analysis.
- C. Implementing speech-to-text conversion for call recordings and making transcripts available alongside audio files.
- **D. All of the above, contributing to improved accessibility and analysis capabilities for historical call recordings.**

Answer: D

Explanation:

Preparing historical call recordings for migration to a new system involves several steps to enhance their usability. Converting recordings to formats compatible with the new system ensures they can be played back without issues. Implementing speech-to-text conversion provides searchable transcripts, enhancing accessibility and analysis capabilities. Optimizing audio file size while maintaining quality ensures efficient storage without sacrificing clarity. Thus, "D. All of the above, contributing to improved accessibility and analysis capabilities for historical call recordings" addresses all key aspects of preparing audio data for effective use in the new system.

Reference: Salesforce Call Center Implementation

NEW QUESTION # 77

The customer wants to track case resolution times by product category. Which reporting and analytics requirement is most relevant?

- A. Configure reports with filters to break down case resolution times by agent and case priority.
- B. Implement custom dashboards with visualizations of overall case volume and agent performance.
- C. Utilize Einstein Analytics for advanced machine learning insights into case trends and root causes.
- **D. Develop custom fields and reports to categorize cases by product and track resolution times per category.**

Answer: D

Explanation:

To effectively track case resolution times by product category, developing custom fields and reports specific to case categorization is most relevant. By adding custom fields to categorize cases based on the product and configuring reports to analyze resolution times for each category, organizations can gain insights into performance metrics segmented by product. This approach allows for more targeted analysis and improvement of service processes related to specific product lines.

NEW QUESTION # 78

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