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>> **Question AP-226 Explanations** <<

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## Salesforce Contact Center Accredited Professional Sample Questions (Q118-Q123):

### NEW QUESTION # 118

Validating self-service functionality involves testing article accessibility and accuracy. Which tool helps with content quality checks?

- A. All of the above, providing a multi-faceted approach to evaluating self-service content quality and user experience.
- B. User feedback surveys and rating systems on Knowledge articles to gather direct customer input.
- C. Salesforce Reports with filters for user searches and article views to assess popularity and engagement.
- D. Quality assurance reviews by internal teams or external testing services to validate content accuracy.

**Answer: A**

Explanation:

Validating self-service functionality, particularly the quality and accessibility of Knowledge articles, involves a combination of methods to ensure comprehensive evaluation. Salesforce Reports can analyze user searches and article views to measure engagement and identify popular content. Quality assurance reviews can validate the accuracy and relevance of the content. Additionally, user feedback surveys and rating systems enable direct customer input on the usefulness and clarity of the articles. Thus, "D. All of the above, providing a multi-faceted approach to evaluating self-service content quality and user experience" is the most effective way to assess and improve article quality and accessibility.

Reference: Salesforce Knowledge Management

### NEW QUESTION # 119

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

- A. Optimizing audio file size while maintaining optimal sound quality for clear playback and analysis.
- B. Converting call recordings to a supported audio format compatible with the new Contact Center platform.
- 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 # 120

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

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

**Answer: A**

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 # 121

You need to migrate complex workflows from your legacy system. Which tool facilitates this?

- A. All of the above, depending on the complexity and specific functionalities of the migrating workflows.
- B. Flow Builder with visual development environment for building complex automation and logic flows.
- C. Process Builder with drag-and-drop interface for designing automated processes within Salesforce.
- D. Apex code development for custom scripting and advanced workflow logic implementation.

**Answer: A**

Explanation:

Depending on the complexity and requirements of the legacy workflows, you can utilize Process Builder for simple automation, Flow Builder for more intricate logic and integrations, or Apex code for custom scripting of advanced functionalities. Choose the tool that best suits the specific workflow you're migrating.

### NEW QUESTION # 122

Validating chatbot functionality involves testing natural language processing (NLP) accuracy. Which tool can help with this?

- A. Utilizing NLP testing tools like Annotate.io or MonkeyLearn to analyze bot responses and accuracy.
- B. Conducting user testing sessions with real customers to gather feedback on chatbot interactions and understanding.
- C. All of the above, providing multi-faceted insights into chatbot NLP performance and user experience.
- D. Monitoring chatbot logs and chat transcripts to identify misinterpretations of user queries.

**Answer: C**

Explanation:

Validating chatbot functionality, especially the accuracy of natural language processing (NLP), requires a combination of techniques. Monitoring logs and transcripts helps identify misinterpretations, while NLP testing tools like Annotate.io or MonkeyLearn can analyze responses for accuracy. Real user testing provides feedback on the chatbot's effectiveness in real-world interactions. Therefore, "D. All of the above, providing multi-faceted insights into chatbot NLP performance and user experience" encompasses the comprehensive approach needed for thorough testing.

Reference: Salesforce Einstein Bots

### NEW QUESTION # 123

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
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