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Salesforce Salesforce-Contact-Center Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Design: Deals with the Contact Center functionalities with the stipulated requirements. Subsequently, when presented with business requirements, devise scalable and maintainable solutions for the Contact Center, adhering to standard data models.
Topic 2	<ul style="list-style-type: none">Deploy: Discern the suitable deployment process pertinent to the Contact Center. Subsequently, document channel-specific cut-over requirements based on the feature configurations provided.
Topic 3	<ul style="list-style-type: none">Discovery: This section deals with a customer use case, and initiates interviews to delineate personas and stakeholders involved.

Topic 4	<ul style="list-style-type: none"> • Implement: This section deals with setting up the fundamental Contact Center functionalities and features. Following this, in alignment with the complete design, configure and authenticate the email functionality, ensuring its seamless operation. Similarly, based on specific scenarios, configure and verify the functionality of voice services.
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Salesforce Contact Center Accredited Professional Sample Questions (Q23-Q28):

NEW QUESTION # 23

The consultant should recommend UC configure the solution by setting up the organization ' s default business hours and creating an escalation rule where the case matches the criteria associated with different business hours.

An administrator has activated Omni-Channel routing on a queue for the first time. However, agents are not seeing the work that was already in the queue What is the reason for the work that was already in the queue not being pushed to agents?

- A. The type of work that was in the queue is not in the Selected Objects list on the queue under Supported Objects
- B. The Apply to existing records in queue option was not selected.
- **C. Records that exist in a queue prior to Omni-Channel routing activation will not be pushed to an agent.**

Answer: C

Explanation:

When Omni-Channel routing is activated on a queue for the first time, existing records in that queue will not automatically be pushed to agents. This is because Omni-Channel only starts routing work items that arrive in the queue after its activation. Any work that was already in the queue prior to enabling Omni-Channel will need to be manually reassigned or triggered to enter the Omni-Channel routing process.

References: https://help.salesforce.com/articleView?id=sf.omnichannel_faq.htm

NEW QUESTION # 24

The required configurations for the client ' s requirements are:

Business Hours active, Omni-Channel Queue or Flow, Estimated Wait Time active, and Business Hours added to the Embedded Deployment.

A consultant learns that their client receives thousands of emails a week to the contact center, which contain many PDF files. In general, the email communication back and forth with the customer is high. They do not want to duplicate the PDFs every time a new email is received in the same email thread.

When designing the solution, the consultant considers the Eliminate duplicate email attachments setting in Email-to-Case to meet the requirement.

How should the PDFs be processed by Salesforce to comply with the Eliminate duplicate email attachments setting?

- A. Attachments
- **B. Salesforce Files**
- C. Custom file storage solution

Answer: B

Explanation:

To comply with the " Eliminate duplicate email attachments " setting in Email-to-Case, PDFs should be processed as Salesforce Files. Salesforce Files offers more advanced management capabilities, including deduplication, sharing, and security options compared to traditional attachments. This approach will prevent duplication of PDF files every time a new email is received in the same email thread, thereby optimizing storage and managing files more efficiently within the platform.

References: https://help.salesforce.com/articleView?id=sf.email_to_case_best_practices.htm

NEW QUESTION # 25

You need to validate bot security and data privacy compliance. Which tool helps with this?

- A. Data Loss Prevention (DLP) policies defining rules for sensitive data handling and preventing unauthorized access.
- **B. All of the above, working together to secure bot interactions and ensure data privacy compliance.**

- C. Salesforce Security Review tool providing insights into potential security vulnerabilities within your bot configuration.
- D. User Role Hierarchy and Field Level Security ensuring appropriate access restrictions based on user profiles.

Answer: B

Explanation:

Ensuring bot security and data privacy compliance in Salesforce involves multiple tools and strategies. The Salesforce Security Review tool helps identify vulnerabilities in bot configurations. Data Loss Prevention (DLP) policies define how sensitive data should be handled to prevent unauthorized access. User Role Hierarchy and Field Level Security ensure data is only accessible to authorized users. Hence, "D. All of the above, working together to secure bot interactions and ensure data privacy compliance" effectively combines these methods to safeguard data and comply with security regulations.

Reference: Salesforce Security Resources

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NEW QUESTION # 26

The customer wants to prioritize cases based on customer loyalty and contract value. Which functionality enables this?

- A. Case Escalation Rules
- B. Case Classification
- C. Entitlements
- D. Custom Apex Code

Answer: D

Explanation:

Custom Apex Code is the most flexible option for implementing sophisticated case prioritization logic that can consider multiple variables such as customer loyalty and contract value. Apex allows developers to write complex algorithms that assess various aspects of a customer profile and case details to assign priority levels.

Case Classification and Case Escalation Rules provide some level of prioritization but typically in a more limited scope.

Entitlements manage customer rights and service levels but do not inherently prioritize cases based on loyalty or value.

Custom Apex Code provides the necessary customization to tailor case prioritization according to specific business rules and criteria.

Developers can refer to Salesforce Apex Developer Guide for guidance on how to implement custom logic with Apex.

NEW QUESTION # 27

The company desires to monitor its adherence to service level agreements (SLAs). Which KPI is crucial for this purpose?

- A. Case Backlog Volume
- B. Average Time to Answer (ATA)
- C. Number of Overdue Cases
- D. SLA Adherence Rate

Answer: D

Explanation:

The SLA Adherence Rate is crucial for monitoring adherence to service level agreements (SLAs). This KPI measures the percentage of cases or inquiries resolved within the timeframes stipulated in the SLAs, providing a direct indicator of the contact center's compliance with agreed service standards. High SLA adherence rates indicate effective management and operational efficiency, essential for maintaining customer satisfaction and trust.

References: https://help.salesforce.com/articleView?id=custom_reports_dashboards.htm

NEW QUESTION # 28

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