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## Salesforce Contact Center Accredited Professional Sample Questions (Q14-

## Q19):

### NEW QUESTION # 14

The customer requires advanced customization for specific workflows. What is the best approach?

- A. Out-of-the-box configuration
- B. Third-party development
- C. Custom Apex coding
- D. Salesforce Flow

**Answer: C**

Explanation:

When advanced customization is required for specific workflows, Custom Apex coding is often the best approach. Apex allows for a high degree of flexibility and complex logic that goes beyond what is possible with declarative tools like Salesforce Flow. It is particularly useful for creating custom business processes that cannot be achieved with standard configuration options, making "D. Custom Apex coding" the most suitable answer.

Reference: Salesforce Developers on Apex

### NEW QUESTION # 15

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

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

**Answer: A**

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 # 16

The correct steps for UC to create a service report with 50 object references are

A consultant has cloned a standard bot as an Enhanced Bot for Universal Containers inbound conversations, which created a simple Omni-Channel flow for the bot. What does the consultant need to specify to use this flow in the channel setting other than selecting the flow?

- A. Route Work Item
- B. Fallback Queue
- C. Inbound Flow Action

**Answer: A**

Explanation:

For the consultant who has cloned a standard bot to an Enhanced Bot for Universal Containers, specifying the "Route Work Item" setting in the channel setup is necessary after selecting the flow. This setting is crucial as it defines how work items, such as service requests or customer interactions, are routed through Omni-Channel, ensuring that the Enhanced Bot's flow directs interactions appropriately to available agents or queues.

### NEW QUESTION # 17

The correct answer is Provision a long code phone number at least 2weeks before go-live.

Ursa Major Solar (UMS) configured its Omni-Channel to allow support agents to handle three chat requests simultaneously. It has been a challenge for some of the new hire agents.

What should an administrator add in Omni-Channel settings to allow ramp-up time for UMS's junior agents to handle only two chat requests at a time?

- **A. Create and assign a new Presence Configuration. Create and apply a new Routing Configuration.**
- B. Create and assign a new Presence Status
- C. The correct answer is Create and assign a new Presence Configuration.

**Answer: A**

Explanation:

To support new hire agents who struggle with handling multiple chat requests, configuring Omni-Channel settings to limit the number of concurrent chats is crucial. By creating and assigning a new Presence Configuration that limits junior agents to handling only two chat requests at a time, administrators can effectively manage agent workload. This configuration allows the organization to tailor chat capacity to individual agent capabilities, improving both performance and job satisfaction. "A. Create and assign a new Presence Configuration. Create and apply a new Routing Configuration" is therefore the correct approach to provide ramp-up time for junior agents.

Reference: Salesforce Omni-Channel Settings

### NEW QUESTION # 18

The customer needs ongoing support and training for their new system. Which Salesforce resource is most valuable?

- A. Trailhead
- **B. Premier Support**
- C. Release Notes

**Answer: B**

Explanation:

For ongoing support and training for a new system, Salesforce Premier Support is the most valuable resource. Premier Support provides additional services beyond standard support, including 24/7 assistance, access to expert coaching, accelerated response times, and more. This level of support is particularly beneficial for organizations that need extensive help and rapid resolution of issues as they adapt to and evolve with their new Salesforce system.

Reference: Salesforce Premier Support

### NEW QUESTION # 19

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