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Salesforce Contact Center Accredited Professional Sample Questions (Q117-Q122):

NEW QUESTION # 117

The customer prioritizes routing cases to agents based on language skills and technical expertise. Which routing logic requirement should be emphasized?

- A. Configure skill-based routing with agent profiles mapped to specific languages and specialties.

- B. Implement round-robin routing to distribute cases evenly among agents.
- C. Emphasize case escalation based on SLA breaches and time to resolution.
- D. Utilize presence-based routing to connect available agents regardless of expertise.

Answer: A

Explanation:

Skill-based routing is crucial for prioritizing case assignments based on agent competencies, such as language skills and technical expertise. By configuring agent profiles within Salesforce and mapping these profiles to specific skills, cases can be automatically routed to the most qualified agents. This method ensures that customers receive the best possible service from agents who are most capable of addressing their specific needs, enhancing both efficiency and customer satisfaction.

NEW QUESTION # 118

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. Records that exist in a queue prior to Omni-Channel routing activation will not be pushed to an agent.**
- C. The Apply to existing records in queue option was not selected.

Answer: B

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.

NEW QUESTION # 119

Your scenario involves deploying a new outbound calling feature for targeted campaigns. Which cut-over requirement helps mitigate compliance risks?

- A. Implementing recording and call monitoring functionalities for compliance audits and quality control.
- B. Verifying agent training on call scripts and adherence to regulatory requirements.
- C. Ensuring proper opt-in mechanisms and customer consent management for outbound calls.
- **D. All of the above, contributing to a compliant and responsible outbound calling operation.**

Answer: D

Explanation:

Mitigating compliance risks in outbound calling involves multiple considerations:

A: Verifying agent training on call scripts ensures adherence to regulatory requirements.

B: Ensuring proper opt-in mechanisms and management of customer consent guards against violations.

C: Implementing recording and monitoring functionalities aids in compliance audits and quality control.

Collectively, these measures foster a compliant approach to managing outbound calls, reducing risk and enhancing accountability.

NEW QUESTION # 120

The best dashboard in Service Analytics for UC's service report requirement is Sidebar-By Customer.

Universal Containers (UC) has a requirement to create a service report that contains 50 object references. Which steps should UC take to achieve this?

- A. Create a Visualforce service report. Create objects and fields. View into the objects and fields in the report.
- **B. Create a custom report type. Select four object relationships. Select data from extra objects.**
- C. Create 10 service reports. Select the objects. Combine the service reports.

Answer: B

Explanation:

To create a service report containing references to 50 objects, Universal Containers should follow these steps:

Create a custom report type: This allows for the definition of primary and related objects.

Select up to four object relationships: This structures the primary relationships needed for the report.

Add fields from additional related objects: This extends the report's scope to include up to 50 object references by pulling in fields from other relevant objects.

This method provides a scalable approach to complex reporting needs within Salesforce.

NEW QUESTION # 121

Your legacy system stores customer data in different formats. Which tool helps assess data readiness for migration?

- A. Data Quality Rules within Salesforce highlighting inconsistencies and missing information.
- **B. Data Migration Assistant (DMA) tool for analyzing data format and compatibility.**
- C. Salesforce Data Loader for bulk data imports and mapping.
- D. Custom Apex code scripts developed to assess and clean legacy data for migration.

Answer: B

Explanation:

The Data Migration Assistant (DMA) tool is specifically designed to analyze data formats and compatibility, making it an essential resource for assessing data readiness prior to migration. It helps in evaluating how legacy data formats will translate into Salesforce, identifying any potential issues like data inconsistency or incompatibility early in the migration process. Therefore, "C. Data Migration Assistant (DMA) tool for analyzing data format and compatibility" is the most effective tool for assessing legacy data readiness.

Reference: Salesforce Data Migration

NEW QUESTION # 122

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