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Salesforce Contact Center Accredited Professional Sample Questions (Q131-Q136):

NEW QUESTION # 131

The best practice that the consultant should observe when configuring case escalation rules is:

Create a catch-all Rule Entry at the end of the sort order so that if no other entry is met, a case still gets evaluated.

Which routing type does a consultant need to use to facilitate a transfer of an Enhanced B conversation to a Queue?

- A. Omni-Channel Flow
- B. Queue
- C. Dialog

Answer: A

Explanation:

To facilitate a transfer of an Enhanced Bot conversation to a Queue, a consultant needs to use Omni-Channel Flow. Omni-Channel

Flow enables dynamic routing capabilities that can be adjusted according to the complexity of the conversation and the availability of agents. By using an Omni-Channel Flow, the consultant can configure a specific action to route the work item directly to the designated queue, ensuring that the conversation is transferred to the correct queue where agents are available to handle the case. This routing type effectively manages workload distribution and prioritizes tasks based on agent skills and queue availability.

NEW QUESTION # 132

The reason why the work that was already in the queue is not being pushed to agents is:

The "Apply to existing records in queue" option was not selected.

At Ursa Major Solar, customer service agents follow a case close process to ensure a summary is provided of the customer's question and the provided answer. What should a consultant propose to improve this process so that these summaries make solving future customer cases more efficient?

- A. Use Quick Text to allow agents to create personal Quick Texts for answers they alternate
- **B. Use Salesforce Knowledge to store questions and answers so agents can easily reproduce the same answer for similar questions**
- C. A Use Slack to allow agents to share best practices in responding to customer questions

Answer: B

Explanation:

To improve the case close process at Ursa Major Solar and make solving future customer cases more efficient, a consultant should propose using Salesforce Knowledge. By storing summarized questions and answers in Salesforce Knowledge, agents can quickly access and reuse this information for similar future inquiries. This approach not only saves time but also promotes consistency in customer responses and enhances the overall quality of support.

NEW QUESTION # 133

Your case management design includes knowledge base article recommendations within cases. Which Salesforce feature facilitates this?

- A. Case Escalation Rules automatically triggering article recommendations when specific criteria are met within a case.
- **B. All of the above, offering options for integrating knowledge base recommendations and enhancing self-service within case management.**
- C. Web-to-Case forms embedded within Knowledge Base articles for easy case creation if the article doesn't resolve the issue.

Answer: B

Explanation:

Salesforce Knowledge can be integrated directly into the case management process, enabling automated article recommendations based on the details of the case. Both options listed in the choices support this capability: A. Web-to-Case forms can be enhanced by embedding within Knowledge Base articles, helping users to create cases directly if articles do not resolve their issues, thus enhancing the self-service aspect and linking case creation with relevant knowledge directly. B. Case Escalation Rules can be configured to automatically trigger knowledge base article recommendations when specific criteria within a case are met. This ensures that users and support agents have the most relevant information at hand, potentially reducing resolution times and increasing customer satisfaction.

For more details, you can review the Salesforce documentation on integrating Knowledge with case management here:

<https://help.salesforce.com/>

NEW QUESTION # 134

The most suitable Service Cloud Voice feature for Ursa Major Solar to protect customer information during phone interactions is:

Pause/Resume Call Recording

A client requires that their Messaging for Web customers are able to see wait times when starting an interaction. They also want to allow a banner to inform customers that chats are unavailable outside of business hours.

What are some of the required configurations in this solution?

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

Embedded Deployment

- B. Business Hours active, Estimated Wait Time activated Omni-Channel Queue of flows and custom Business Hours Messaging in the flow
- C. Estimated Wait Time activated, Event Flow routing Business Hours set, and Lite Shoe class in the Pre-Chat form

Answer: A

Explanation:

To enhance the customer experience for Messaging for Web, several configurations are needed:

Business Hours: Must be active to inform customers about service availability during specific hours.

Omni-Channel Queue or Flow: Required for managing and routing customer interactions.

Estimated Wait Time: Should be activated to display expected wait times to customers, helping manage their expectations.

Business Hours added to the Embedded Deployment: Ensures that the chat functionality reflects the correct availability times and conditions outside business hours.

This combination of settings ensures that customers receive accurate information about wait times and service availability, enhancing transparency and customer satisfaction.

Reference: Salesforce Omni-Channel Management

NEW QUESTION # 135

The most standard metric a consultant should focus on improving to reduce cost per case in the contact center is Average Handle Time (AHT).

Ursa Major Solar is advised by a consultant to utilize Continuous

Integration (CI) during its Contact Center implementation project. However, some of the stakeholders are not familiar with it and are questioning the benefits it yields.

What should the consultant outline as the advantage of a CI process to the customer?

- A. Organizes source development into package directories
- **B. Ensures application quality before any corrupt change can get into the Source..**
- C. Creates and deletes package versions in each testing environment

Answer: B

Explanation:

The primary advantage of a Continuous Integration (CI) process in the context of a Contact Center implementation project is that it ensures application quality before any corrupt change can get into the source. CI involves automatically testing any changes made to the application codebase as soon as they are submitted. This allows for immediate feedback on the impact of new changes, ensuring that errors are caught early and can be addressed before they affect the main branch or end-users. CI supports a stable development environment, promotes more frequent code releases, and maintains high quality and reliability of the application, which are crucial in a dynamic customer service environment.

Reference: <https://developer.salesforce.com/>

NEW QUESTION # 136

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