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Salesforce Contact Center Accredited Professional Sample Questions (Q171-Q176):

NEW QUESTION # 171

The best set of functionalities for the client's needs is a combination of Messaging for Web and Embedded Service, with possible consideration of Einstein Bots depending on specific requirements.

- A. All three options you listed are actually Agile principles! Agile Development emphasizes a set of 12 guiding principles that promote flexibility, collaboration, and iterative development. Here's a breakdown of each option:
- B. As part of the project governance, Ursa Major Solar has decided to use Agile Development Principles. One of the project stakeholders has come to a consultant to explain to them a more detail the 12 agile principles.
What is one of the agile principles?
- C. A consultant is preparing post-implementation training material for the agents and supervisors. Agents will need to use the call transcript
- **D. Customer Collaboration over Processes and Tools Working Software over Comprehensive Documentation Responding to Change over Processes and Tools**

Answer: D

Explanation:

configured in Amazon Connect a part of the implementation

Explanation:

One of the Agile principles relevant to the query is "Customer collaboration over processes and tools." This principle emphasizes the importance of working with customers throughout the development process, valuing their input more than sticking rigidly to tools or predefined processes. This collaborative approach ensures that the product evolves as per the customer's needs and feedback, leading to more successful and relevant outcomes. It supports Agile's overarching goal of adaptive planning, evolutionary development, and continual improvement, which aligns perfectly with the dynamic needs of project development.

Reference: <https://agilemanifesto.org/principles.html>

NEW QUESTION # 172

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

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

Top of Form

NEW QUESTION # 173

Validating messaging channel functionality involves testing message delivery and content accuracy. Which tool helps with this?

- **A. All of the above, offering a comprehensive approach to validate message delivery, content accuracy, and user experience.**
- B. Utilizing third-party testing tools like Twilio Sandbox or MessageBird to send test messages and verify delivery.
- C. Conducting user testing sessions with real customers to gather feedback on the messaging experience and content clarity.
- D. Monitoring chat logs and transcripts within Salesforce to review message content and delivery status.

Answer: A

Explanation:

Reference: Salesforce Messaging

NEW QUESTION # 174

The customer values user adoption and training. Which element should be prioritized in the implementation plan?

- A. Development and testing of core functionalities before focusing on user experience.
- **B. End-to-end user training programs and support resources.**
- C. Comprehensive change management and communication strategy.
- D. Extensive technical documentation and configuration guides.

Answer: B

Explanation:

User adoption and training are crucial for the successful implementation of any new system. Prioritizing end-to-end user training programs and support resources is essential to ensure that all users are comfortable and proficient with the new tools and functionalities. This approach helps to maximize user engagement and productivity, which are critical for the overall success of the project. Therefore, "C. End-to-end user training programs and support resources" should be the focus in the implementation plan to enhance user adoption and effectiveness.

Reference: Salesforce Training and Certification

NEW QUESTION # 175

The consultant should recommend the company utilize Flow Settings in Email-to-Case to meet their requirements.

A customer service manager wants to implement a process where a case gets reassigned to a higher support tier if it is not resolved within a given service-level agreement (SLA) timeline. Which solution should a consultant propose to set this process up?

- A. Create an Escalation Rule Entry and configure it so that cases get an escalated status of the case is still open after passing SLA times.
- **B. The consultant should propose creating an Escalation Rule Entry to set up**
- C. Create a Quick Action for escalating a case and set up Conditional Visibility Rule to show the Quick Action after a case has passed SLA times Create a record-triggered flow that gives cases an escalated status if it is still open a pa A times.

Answer: B

Explanation:

For managing cases based on service-level agreements (SLAs) where a case needs to be reassigned to a higher support tier if not resolved within the specified time, the appropriate solution is to use Escalation Rules. Escalation Rules in Salesforce allow you to automatically escalate cases based on criteria such as case age, ensuring that SLA timelines are adhered to. The rule can be set to change the assignment of the case to a higher tier support group or individual when the case remains open past the SLA threshold.

Reference: Salesforce Escalation Rules

NEW QUESTION # 176

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