

# Salesforce Salesforce-Contact-Center受験資料更新版、 Salesforce-Contact-Center学習資料



P.S. PassTestがGoogle Driveで共有している無料かつ新しいSalesforce-Contact-Centerダンプ：  
<https://drive.google.com/open?id=1GlpBNXx2Qkr6fns-VQvoOsPA0m2GtTf7>

PassTestのSalesforceのSalesforce-Contact-Centerの試験問題と解答はあなたが受験する前にすべての必要とした準備資料を提供しています。SalesforceのSalesforce-Contact-Centerの認証試験について、あなたは異なるサイトや書籍で色々な問題を見つけることができます。しかし、ロジックが接続されているかどうかはキーです。PassTestの問題と解答は初めに試験を受けるあなたが気楽に成功することを助けるだけでなく、あなたの貴重な時間を節約することもできます。

どのようにSalesforce Salesforce-Contact-Center試験に準備すると悩んでいますか。我々社のSalesforce-Contact-Center問題集を参考した後、ほっとしました。弊社のSalesforce-Contact-Centerソフト版問題集はかねてより多くのIT事業をしている人々は順調にSalesforce Salesforce-Contact-Center資格認定を取得させます。試験にパスする原因は我々問題集の全面的で最新版です。

>> Salesforce Salesforce-Contact-Center受験資料更新版 <<

## 信頼できる-最高のSalesforce-Contact-Center受験資料更新版試験-試験の準備方法Salesforce-Contact-Center学習資料

当社は、Salesforce-Contact-Center学習教材の新しいバージョンのリリースに成功しました。おそらく、Salesforce-Contact-Center試験の準備に深く悩まされているでしょう。これで、Salesforce-Contact-Center学習教材の助けを借りて、完全にリラックスした気分になれる。当社の製品は信頼性が高く、優れています。さらに、当社のSalesforce-Contact-Center学習教材の合格率は市場で最高です。Salesforce-Contact-Center学習教材を購入することは、あなたが半分成功したことを意味します。Salesforce-Contact-Center試験に初めて合格する場合、適切な決定は非常に重要です。

## Salesforce Contact Center Accredited Professional 認定 Salesforce-Contact-Center 試験問題 (Q101-Q106):

### 質問 # 101

You need to validate the accuracy of dynamic data merging in email templates. Which option provides the best verification method?

- A. Implementing Apex triggers to validate data integrity before triggering email sending actions.
- **B. Sending test emails with sample data sets and manually checking for merge field accuracy.**
- C. Utilizing pre-configured Salesforce test cases for email merge field functionality.
- D. Reviewing email delivery logs and checking for errors or missing data in merged fields.

正解: B

解説:

The most effective method to validate the accuracy of dynamic data merging in email templates is by sending test emails with sample data sets and manually checking the accuracy of the merged fields. This direct approach allows you to see exactly how the email appears to the recipient and confirm that all data fields are populating correctly. This hands-on verification ensures that any discrepancies can be quickly identified and corrected.

References: [https://help.salesforce.com/articleView?id=sf.email\\_templates\\_test.htm](https://help.salesforce.com/articleView?id=sf.email_templates_test.htm)

#### 質問 # 102

The environments that should have a two-way deployment connection in this scenario are Test Sandbox and Production Org.

Which requirement needs to be met to perform a quick deployment for change sets or Metadata API components without testing the full deployment?

- A. Tests in the org or all local tests are run and Apex trigger have some coverage
- B. Components have been validated successful for the target event within least 70 days
- C. Each class and trigger that was deployed is covered by at least 75% jointly

正解: C

解説:

To perform a quick deployment for change sets or Metadata API components without testing the full deployment, it is required that each class and trigger that was previously deployed is covered by at least 75% joint test coverage. This ensures that the majority of the code being deployed has been sufficiently tested to maintain functionality and stability in the production environment.

Reference: Salesforce Deployment Considerations

#### 質問 # 103

The release plan includes automated regression testing. What is the primary benefit of this approach?

- A. Ensuring existing functionalities and integrations continue to function properly after updates.
- B. Identifying new functionalities and features introduced during development.
- C. All of the above, offering comprehensive validation and optimizing release efficiency.
- D. Reducing manual testing efforts and streamlining the release process.

正解: C

解説:

Automated regression testing provides multiple benefits during the release process. It helps in identifying any disruptions in existing functionalities and integrations caused by new updates or changes, ensuring that all system components continue to operate correctly. Additionally, it significantly reduces manual testing efforts, which streamlines the release process by accelerating validation and deployment phases. Thus, "D. All of the above, offering comprehensive validation and optimizing release efficiency" accurately describes the primary benefits of automated regression testing.

Reference: Salesforce Automated Testing

#### 質問 # 104

While all the options mentioned can be helpful for improving efficiency in resolving customer cases, the most suitable recommendation for Ursa Major Solar based on the given scenario is:

Use Salesforce Knowledge to store questions and answers so agents can easily reproduce the same answer for similar questions.

Universal Containers has implemented service-level agreements (SLAs) to resolve cases. There is an additional requirement when the contact center is closed for a holiday to not apply escalation rules or milestones during this time. How should a consultant recommend implementing this requirement?

- A. Create additional holiday rules in the SLAs
- B. Create an Apex trigger to check agent holidays
- C. Set up Support Holidays to specify holidays.

正解: C

解説:

To meet the requirement of not applying escalation rules or milestones during holidays at the contact center, the most straightforward approach is to set up Support Holidays in Salesforce. This feature allows you to specify non-working days during which case escalation rules and milestones should not apply, ensuring that SLAs are adjusted according to business hours and special closures. Thus, "A. Set up Support Holidays to specify holidays" is the correct recommendation for managing escalations during holidays without needing custom development or additional holiday-specific rules in the SLAs.

Reference: Salesforce Support Holidays Setup

#### 質問 # 105

The company prioritizes measuring customer effort during interactions. Which KPI is best suited for this purpose?

- A. Customer Effort Score (CES)
- B. Net Promoter Score (NPS)
- C. Customer Lifetime Value (CLTV)
- D. First Contact Resolution (FCR) Rate

正解: A

解説:

The Customer Effort Score (CES) is the best-suited KPI for measuring the amount of effort a customer has to expend to get their issues resolved. CES is specifically designed to gauge the ease of service interaction, directly reflecting how easy or difficult it is for customers to achieve their goals. Monitoring CES helps in understanding the operational effectiveness in minimizing customer struggle, thus making "C. Customer Effort Score (CES)" the ideal choice for measuring customer effort during interactions.

Reference: Salesforce Blog on Customer Effort Score

#### 質問 # 106

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人はそれぞれの夢を持っています。あなたの夢は何でしょうか。昇進ですか。あるいは高給ですか。私の夢は Salesforce の Salesforce-Contact-Center 認定試験に受かることです。この認証の証明書を持っていたら、全ての難問は解決できるようになりました。この試験に受かるのは難しいですが、大丈夫です。私は PassTest の Salesforce の Salesforce-Contact-Center 試験トレーニング資料を選びましたから。私が自分の夢を実現することを助けられますから。あなたも IT に関する夢を持っていたら、速く PassTest の Salesforce の Salesforce-Contact-Center 試験トレーニング資料を選んでその夢を実現しましょう。PassTest は絶対信頼できるサイトです。

**Salesforce-Contact-Center 学習資料:** <https://www.passtest.jp/Salesforce/Salesforce-Contact-Center-shiken.html>

Salesforce-Contact-Center 試験の準備に役立つからです、Salesforce Salesforce-Contact-Center 受験資料更新版 年次認定試験は、内容はほぼ同じですが、各年のポリシーとして、対応する試験パターンのグレーディング基準とホットスポットが変更されます、私たちが行うことは、Salesforce-Contact-Center 実践教材の成功に貢献します、Salesforce-Contact-Center 彼らは毎日アップデートをチェックしており、Salesforce Contact Center Accredited Professional 購入日から無料のアップデートサービスが受けられることを保証できます、もし無事に Salesforce-Contact-Center 試験に合格したら、あなたはもっと自信になって、更なる勇気でやりたいことをしています、キーポイントと最新情報を選択して、Salesforce-Contact-Center ガイドトレントを完成させています、Salesforce Salesforce-Contact-Center 受験資料更新版 経験がある専門家と専門チーム。

先のことは、予測もつかない、く、うもう、イキそう ちょっと前立腺弄られたくらいで情けないが、射精感が腰の奥からせり上がってきた、Salesforce-Contact-Center 試験の準備に役立つからです、年次認定試験は、内容はほぼ同じですが、各年のポリシーとして、対応する試験パターンのグレーディング基準とホットスポットが変更されます。

## Salesforce-Contact-Center 試験の準備方法 | 検証する Salesforce-Contact-Center 受験資料更新版試験 | 効率的な Salesforce Contact Center Accredited Professional 学習資料

私たちが行うことは、Salesforce-Contact-Center 実践教材の成功に貢献します、Salesforce-Contact-Center 彼らは毎日アップデートをチェックしており、Salesforce Contact Center Accredited Professional 購入日から無料のアップデートサービスが受けられることを保証できます、もし無事に Salesforce-Contact-Center 試験に合格したら、あなたは

