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Salesforce Contact Center Accredited Professional Sample Questions (Q156-Q161):

NEW QUESTION # 156

The consultant should instruct agents to access the call transcripts configured in Amazon Connect within the Conversation

Component in Service Console.

Ursa Major Solar's Contact Center has a large volume of customers, and the company to strengthen loyalty, increase case deflection, and increase customer retention by implementing a customer portal.

Which Experience Cloud template should a consultant recommend

- **A. Help Center**
- B. Customer Account Portal
- C. Customer Service

Answer: A

Explanation:

For Ursa Major Solar's objective to strengthen loyalty, increase case deflection, and improve customer retention, the consultant should recommend using the "Help Center" template from Experience Cloud. This template is designed specifically for customer support, providing features such as FAQs, articles, and community forums, which empower customers to find answers independently. Implementing a customer portal using the Help Center template can effectively reduce the volume of direct inquiries, promoting case deflection and enhancing customer satisfaction through efficient self-service options.

Reference: https://help.salesforce.com/s/articleView?id=sf.networks_choose_template.htm

NEW QUESTION # 157

The customer aims to automate repetitive tasks like case escalation. Which functionality can streamline this?

- A. Entitlement Management
- B. Case Escalation Matrix
- **C. Workflow Rules**
- D. Omni-Channel Routing

Answer: C

Explanation:

Workflow Rules in Salesforce Contact Center are designed to automate actions based on specific criteria, such as automatically escalating cases when certain conditions are met. These rules can be set to trigger alerts, field updates, or other actions like sending emails, thereby streamlining the process of case management without manual intervention.

Workflow Rules automate tasks based on set criteria, ideal for repetitive tasks like case escalation.

Case Escalation Matrix and Entitlement Management can also be part of the escalation process but are more about defining the parameters and rights of escalation rather than automating them.

Omni-Channel Routing is used more for routing tasks to the right agent rather than automating task execution.

For more about setting up and managing Workflow Rules for case escalation, you can visit Salesforce Workflow Management.

NEW QUESTION # 158

The customer wants detailed reports on agent performance and customer satisfaction. Which Salesforce tool provides this?

- A. Einstein Bots
- B. Einstein Discovery
- C. Analytics Cloud
- **D. Reports & Dashboards**

Answer: D

Explanation:

Salesforce's Reports & Dashboards tool is specifically designed to provide detailed analytics on various operational metrics, including agent performance and customer satisfaction. This tool allows organizations to create customized reports and dashboards that visualize data effectively, helping managers monitor and analyze performance trends and make informed decisions based on real-time data.

NEW QUESTION # 159

Your deployment involves migrating historical case data.

a. Which data preparation step helps maintain case history and audit trails accurately?

- A. All of the above, contributing to a complete and accessible migration of historical case data with preserved context and audit trails.
- B. Configuring the new system to preserve chronological order and timestamps associated with historical case events.
- C. Transferring all available case data, including comments, attachments, and activity logs, during the migration process.
- D. Testing case history access and audit trail functionality to verify accurate retrieval and display of historical information.

Answer: A

Explanation:

Maintaining case history and audit trails accurately during a migration process involves several crucial steps:

A: Transferring all available case data, including comments, attachments, and activity logs, ensures that no historical data is lost.

B: Configuring the new system to preserve chronological order and timestamps of historical case events maintains the integrity of the case timeline.

C: Testing case history access and audit trail functionality ensures that all historical information is retrievable and accurately displayed post-migration.

These steps collectively ensure that historical case data is migrated completely and remains accessible and contextually intact in the new system.

NEW QUESTION # 160

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. Custom Apex code scripts developed to assess and clean legacy data for migration.
- C. Salesforce Data Loader for bulk data imports and mapping.
- D. Data Migration Assistant (DMA) tool for analyzing data format and compatibility.

Answer: D

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 # 161

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