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Late-Testing Date	8:00	12:00
Monday, May 19, 2025	European History World History: Modern	Human Geography
Tuesday, May 20, 2025	US Government and Politics	US History
Wednesday, May 21, 2025	Microeconomics Computer Science A Statistics	Chemistry Macroeconomics
Thursday, May 22, 2025	Precalculus	Calculus AB Calculus BC Physics C: Mechanics
Friday, May 23, 2025	Environmental Science Physics 1: Algebra-Based	Physics 2: Algebra-Based Psychology

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Salesforce Contact Center Accredited Professional Sample Questions (Q90-Q95):

NEW QUESTION # 90
Your legacy system stores customer data in different formats. Which tool helps assess data readiness for migration?

- A. Salesforce Data Loader for bulk data imports and mapping.
- B. Data Migration Assistant (DMA) tool for analyzing data format and compatibility.
- C. Data Quality Rules within Salesforce highlighting inconsistencies and missing information.
- 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 # 91
You're deploying a new web chat widget with proactive engagement triggers. Which cut-over requirement helps optimize customer experience and minimize intrusion?

- A. Defining precise triggers for proactive chat engagement based on website visitor behavior and context.
- B. Providing agents with readily available customer context and browsing history within the chat interface.
- C. Configuring clear opt-out options for customers within the chat window and on website landing pages.
- D. All of the above, contributing to a personalized and helpful proactive chat experience for website visitors.

Answer: D

Explanation:
Optimizing customer experience with a new web chat widget involves several strategic actions:
A: Defining precise triggers based on visitor behavior ensures proactive engagements are timely and relevant.
B: Configuring clear opt-out options respects customer preferences and minimizes intrusion.
C: Providing agents with customer context and browsing history enhances the ability to offer personalized assistance.
Implementing these requirements collectively ensures a positive and non-intrusive chat experience, fostering customer satisfaction and engagement.

NEW QUESTION # 92
Your customer has a small-scale implementation with a tight timeline. Which release strategy best suits this scenario?

- A. Continuous integration and continuous delivery (CI/CD) for rapid iterative updates.
- B. Big bang deployment with all features rolled out simultaneously.
- C. Phased approach with incremental releases and controlled rollouts.
- D. Pilot deployment with a limited user group for initial testing and feedback.

Answer: D

Explanation:
For a small-scale implementation with a tight timeline, a pilot deployment strategy is particularly suitable. This approach allows a limited user group to test the new system, providing valuable feedback before a full-scale rollout. It helps identify potential issues in a controlled environment, minimizing risk and enabling adjustments based on real user experiences, making it the best choice under the described circumstances.
Reference: Salesforce Documentation on Implementation Strategies

NEW QUESTION # 93
You need to migrate both active and historical customer dat
a. Which migration approach balances efficiency and minimal disruption?

- A. Incremental migration continuously syncing updates from legacy systems to Salesforce for real-time data consistency.
- B. Full cutover migration transferring all data at once, followed by system downtime for configuration.
- C. Phased migration migrating specific data subsets in stages to minimize service interruption.
- D. Pilot migration testing the process with a small data sample before large-scale migration commences.

Answer: C

Explanation:
A phased migration approach, where specific subsets of data (both active and historical customer data) are migrated in stages, balances efficiency and minimal disruption. This strategy allows continuous operation of both legacy and new systems during the transition phase, minimizing downtime and service interruptions. It also provides opportunities to address issues on a smaller scale

before they affect the entire dataset.

NEW QUESTION # 94

You need to migrate complex workflows from your legacy system. Which tool facilitates this?

- A. Apex code development for custom scripting and advanced workflow logic implementation.
- B. All of the above, depending on the complexity and specific functionalities of the migrating workflows.
- C. Flow Builder with visual development environment for building complex automation and logic flows.
- D. Process Builder with drag-and-drop interface for designing automated processes within Salesforce.

Answer: B

Explanation:
Depending on the complexity and requirements of the legacy workflows, you can utilize Process Builder for simple automation, Flow Builder for more intricate logic and integrations, or Apex code for custom scripting of advanced functionalities. Choose the tool that best suits the specific workflow you're migrating.

NEW QUESTION # 95

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