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Salesforce Contact Center Accredited Professional Sample Questions (Q172-Q177):

NEW QUESTION # 172

For supervisors within a Service Cloud Voice environment using Amazon Connect, the ideal tools to track key performance indicators (KPIs) like calls answered, average handle time, and average speed to answer are:

Which functionality should a consultant recommend when a client wants to improve their service level quality and automatically push cases to an account's dedicated service agent?

- A. Case Assignment Rule
- **B. Omni Channel Flows**
- C. Skill-Based Routing Rules

Answer: B

Explanation:

When aiming to improve service level quality by automatically pushing cases to an account's dedicated service agent, the recommended functionality is Omni Channel Flows. Omni Channel Flows allow for advanced routing configurations that take into account agent skills, availability, and workload. This enables cases to be dynamically routed to the appropriate agent who has been identified as the dedicated service agent for a particular account, ensuring that customers receive consistent and knowledgeable support.

NEW QUESTION # 173

The customer wants to streamline agent onboarding and training. Which feature promotes reusability and maintainability?

- A. Design personalized training materials tailored to specific agent skill sets and needs.
- B. Create standard operating procedures (SOPs) documented within Salesforce Knowledge Base articles.
- **C. Leverage Service Cloud Knowledge articles with searchable information and step-by-step guides for common tasks.**
- D. Develop unique training guides and resources for each agent role and case type.

Answer: C

Explanation:

Service Cloud Knowledge articles provide a scalable and reusable solution for agent onboarding and training. These articles can be easily accessed and used by agents for self-help and learning, promoting a consistent training experience across the organization. They also support updates and maintenance, ensuring that the training content remains relevant and accurate. Thus, "C. Leverage Service Cloud Knowledge articles with searchable information and step-by-step guides for common tasks" is the appropriate choice for streamlining training processes.

Reference: Salesforce Documentation on Service Cloud Knowledge

NEW QUESTION # 174

You need to validate web form functionality. Which method provides the most direct test?

- **A. All of the above, offering complementary perspectives on web form functionality and potential challenges.**
- B. Manually submitting test data through the web form and verifying case creation in Salesforce.
- C. Reviewing form configuration settings and field mappings within Salesforce.
- D. Monitoring web server logs for form access and error messages to identify technical issues.

Answer: A

Explanation:

Validating web form functionality comprehensively requires multiple testing strategies. Reviewing form configuration and field mappings ensures that all settings are correctly specified. Manually submitting test data through the form to verify integration and data flow into Salesforce is crucial for real-world testing. Monitoring web server logs helps identify any access issues or technical errors. Thus, "D. All of the above, offering complementary perspectives on web form functionality and potential challenges" provides a

through method for ensuring that web forms are functional and effectively integrated.

Reference: Salesforce Web-to-Lead Forms

NEW QUESTION # 175

Your deployment involves introducing a new agent performance dashboard. Which cut-over requirement helps ensure user adoption and understanding?

- A. All of the above, contributing to a positive user experience and encouraging agents to leverage the new dashboard.
- B. Customizing the dashboard layout and visualizations to align with agent preferences and needs.
- C. Making the dashboard easily accessible and readily available within the agent interface.
- D. Providing comprehensive training on the dashboard features and metrics for agents.

Answer: A

Explanation:

For a new agent performance dashboard, several factors contribute to successful user adoption and understanding:

A: Providing comprehensive training on dashboard features and metrics helps agents understand how to use the tool effectively.

B: Making the dashboard easily accessible within the agent interface ensures that it is used frequently and seamlessly.

C: Customizing the dashboard layout and visualizations to match agent preferences and needs increases its practicality and relevance. These combined efforts enhance user experience and encourage agents to fully utilize the new dashboard.

NEW QUESTION # 176

Your project requires migrating custom objects and their associated data. Which data preparation step helps maintain field-level validation rules and triggers?

- A. Configuring the new system to automatically recognize and apply existing field-level validation rules and triggers during data migration.
- B. Manually reviewing and verifying the accuracy and functionality of imported validation rules and triggers after data migration.
- C. Exporting custom objects and data along with associated validation rules and trigger definitions for import into the new system.
- D. All of the above, ensuring comprehensive migration and consistent application of data integrity controls for custom objects.

Answer: D

Explanation:

Maintaining field-level validation rules and triggers during migration of custom objects requires thorough planning and execution.

Exporting these elements along with the objects ensures they are not lost during transition. Configuring the new system to recognize

and apply these rules and triggers maintains data integrity. Manually verifying these rules post-migration confirms their correct

function. "D. All of the above, ensuring comprehensive migration and consistent application of data integrity controls for custom

objects" covers all necessary steps for successful integration of these critical components.

Reference: Salesforce Custom Objects and Data Integrity

NEW QUESTION # 177

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