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## **Salesforce Contact Center Accredited Professional Sample Questions (Q26-Q31):**

### **NEW QUESTION # 26**

Your migration plan includes transferring agent performance data.  
a. Which Salesforce object best accommodates this data?

- A. Custom objects specifically designed for tracking agent performance metrics.
- B. Contact records for individual customer contacts.
- C. User records for your contact center agents.
- D. Account records representing your customer organizations.

**Answer: A**

Explanation:

To accommodate agent performance data within Salesforce, creating custom objects specifically designed to track such metrics is the most suitable approach. Custom objects allow for the flexible design of data structures that can specifically cater to the unique requirements of tracking agent performance, such as productivity, customer feedback scores, and other relevant KPIs. This flexibility ensures that all pertinent data can be captured and analyzed effectively within Salesforce.

**NEW QUESTION # 27**

The correct answer is Provision a long code phone number at least 2 weeks before go-live.

Ursa Major Solar (UMS) configured its Omni-Channel to allow support agents to handle three chat requests simultaneously. It has been a challenge for some of the new hire agents.

What should an administrator add in Omni-Channel settings to allow ramp-up time for UMS's junior agents to handle only two chat requests at a time?

- A. The correct answer is Create and assign a new Presence Configuration.
- B. Create and assign a new Presence Status
- C. **Create and assign a new Presence Configuration. Create and apply a new Routing Configuration.**

**Answer: C**

Explanation:

To support new hire agents who struggle with handling multiple chat requests, configuring Omni-Channel settings to limit the number of concurrent chats is crucial. By creating and assigning a new Presence Configuration that limits junior agents to handling only two chat requests at a time, administrators can effectively manage agent workload. This configuration allows the organization to tailor chat capacity to individual agent capabilities, improving both performance and job satisfaction. "A. Create and assign a new Presence Configuration. Create and apply a new Routing Configuration" is therefore the correct approach to provide ramp-up time for junior agents.

Reference: Salesforce Omni-Channel Settings

**NEW QUESTION # 28**

The consultant should set up "Edit the Case page layout to embed the Contact Details component on the Case page." This is the most efficient approach to streamline the agents' workflow and eliminate unnecessary navigation.

Ursa Major Solar has a Contact Support form with fields for the Subject and Description on its Experience Cloud site, that its customers can fill out to log a case. However, customers are experiencing long response times, because the case is often transferred to a different department before it can be answered.

Which changes to the Contact Support form process should a consultant suggest to improve the response times?

- A. Use a record-triggered flow to detect keywords and assign the case to a specialist queue that matches the keyword.
- B. Add the Type field to the assigned Global Action as required, and then use a record biggest for to assign the case to a specialist queue that is appropriate for each
- C. **A Use Case Assignment rules to check for keywords in the subject or description and assign the case to a specialist queue that is appropriate for each keyword**

**Answer: C**

Explanation:

To improve the response times for cases logged via the Contact Support form on Ursa Major Solar's Experience Cloud site, it is recommended to implement Case Assignment Rules. By using Case Assignment Rules to check for specific keywords in the subject or description fields, cases can be automatically assigned to the appropriate specialist queue based on the detected keywords. This targeted assignment ensures that cases are handled by the most suitable department from the outset, reducing the need for transfers and thereby improving response times. This approach leverages Salesforce's built-in functionality to efficiently route cases based on content, which can be set up and maintained with minimal technical overhead.

Reference: <https://help.salesforce.com/>

### NEW QUESTION # 29

The most suitable functionality to automatically assign cases to an account's dedicated service agent, thereby improving service level quality, is Case Assignment Rules. Here's why:

Ursa Major Solar (UMS) wants to implement Service Cloud Voice. UMS is satisfied with its current telephony provider, which can be used with Voice.

Which Service Cloud Voice telephony model should a consultant recommend?

- A. Service Cloud Voice with partner telephony Service Cloud Voice with Amazon Connect
- B. telephony provider and it can be used with Service Cloud Voice, the most suitable telephony model is Service Cloud Voice with partner telephony.
- C. Service Cloud Voice with partner telephony from Amazon Connect

Given that Ursa Major Solar (UMS) is already satisfied with their current

### Answer: C

Explanation:

Given that Ursa Major Solar (UMS) is satisfied with its current telephony provider, and this provider is compatible with Service Cloud Voice, the most appropriate recommendation is Service Cloud Voice with partner telephony. This option allows UMS to integrate its existing telephony solution into the Salesforce environment, leveraging its current systems while benefiting from the enhanced CRM capabilities of Service Cloud Voice. This integration ensures a seamless transition and utilization of familiar tools while accessing new functionalities like call transcription and CRM data integration during calls.

### NEW QUESTION # 30

You need to configure automated alerts for exceeding predefined KPI thresholds. Which tool facilitates this?

- A. All of the above, depending on the desired trigger point, notification action, and complexity of the alert workflow.
- B. Process Builder sequences triggering notifications and escalating cases based on KPI deviations from target values.
- C. Omni-Channel alerts notifying supervisors of queue wait times exceeding set limits.
- D. Flow Builder with visual interface for designing notification workflows and conditional logic based on metric data.

### Answer: A

Explanation:

Configuring automated alerts for KPI thresholds can be effectively managed using various Salesforce tools. Omni-Channel can provide real-time alerts about queue times, Process Builder can automate notifications and case escalations based on specific KPI deviations, and Flow Builder offers flexible, visual design interfaces for creating complex notification workflows. Thus, "D. All of the above, depending on the desired trigger point, notification action, and complexity of the alert workflow" is the best answer, as it covers the range of tools available to suit different alerting needs.

Reference: Salesforce Process Automation

### NEW QUESTION # 31

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