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Salesforce Contact Center Accredited Professional Sample Questions (Q129-Q134):

NEW QUESTION # 129

The consultant should use the Data Loader to migrate 100,000 historic cases from a legacy system to Salesforce.

A consultant has noticed that agents always open the contact record first when they are routed a new Email-to-Case before they do anything else What should the consultant set up to make this more efficient for agents?

- A. Edit the Case page layout to embed the Contact Details component on the Case page Pop action
- B. Create an Omni-Channel flow that adds Contact as the focused record using the Configure Screen
- C. Edit the Navigation rules for the app that the agents use to set Case as a subtab of Contact

Answer: C

Explanation:

To make the process more efficient for agents who routinely access contact records first when routed a new Email-to-Case, the consultant should edit the navigation rules for the app that the agents use to set Case as a subtab of Contact. This adjustment optimizes the user interface by ensuring that when a case is opened, the associated contact record automatically appears as a subtab. This setup reduces the number of clicks needed to access relevant contact details, streamlining the workflow and saving time for agents. This method leverages the Salesforce Lightning Experience's capability to configure tab settings and navigation rules, enhancing the user experience and efficiency.

NEW QUESTION # 130

Based on Ursa Major Solar's goals of strengthening loyalty, increasing case deflection, and improving customer retention, the most suitable Experience Cloud template is the Customer Service template. Here's why:

During a workshop with a client, a consultant is made aware that the client wants to content social media strategy for their Contact Center. They want to allow their customers to message them through Facebook and also require the possibility for the customer to make posts on the company Facebook page. They do not want to create a case for every comment on their Facebook page, as some of the posts do not need a response.

Which set of solutions should the consultant recommend for all the criteria to met?

- A. Digital Engagement and Social Studio
- B. Social Customer Service and ISV partner solution
- C. Digital Engagement and ISV partner solution

Answer: A

Explanation:

For the client's requirements of managing customer interactions via Facebook without creating a case for every comment, the best solution set is Digital Engagement and Social Studio. Digital Engagement provides tools to manage and support customer communications across digital channels, including Facebook messaging. Social Studio, part of the Salesforce Marketing Cloud, allows for comprehensive social media management, enabling the client to monitor, post, and engage with customers on their Facebook page efficiently. This combination ensures that only relevant interactions lead to case creation, streamlining the response process and reducing unnecessary workload.

NEW QUESTION # 131

Your scenario requires generating automated case updates based on customer interactions. Which Salesforce feature offers this capability?

- A. Process Builder sequences defining automated actions and data updates based on triggers and conditions.
- **B. All of the above, depending on the desired complexity and automation level of case updates.**
- C. Workflow Rules triggering email notifications and case updates based on specific events or field changes.
- D. Flow Builder with visual interface for designing automated processes and case updates triggered by interactions.

Answer: B

Explanation:

Automating case updates based on customer interactions can be accomplished using several Salesforce features. Workflow Rules can be configured to trigger specific actions like case updates or email notifications in response to certain events. Process Builder offers more complex sequences of automated actions based on detailed criteria. Flow Builder allows for the creation of detailed, interactive processes that can manage data updates triggered by user interactions. "D. All of the above, depending on the desired complexity and automation level of case updates" correctly captures the flexibility and range of options available within Salesforce for automating case management.

Reference: Salesforce Automation Tools

NEW QUESTION # 132

You're deploying a new email channel integration for customer support. Which cut-over requirement helps maintain data accuracy and consistency?

- **A. All of the above, contributing to accurate data capture and seamless processing of email inquiries.**
- B. Testing the email integration with various sample messages and scenarios before real-world deployment.
- C. Configuring automated case creation and assignment based on specific keywords and email content.
- D. Implementing data validation rules for incoming email subject lines and customer information.

Answer: A

Explanation:

Deploying a new email channel integration effectively requires comprehensive preparation:

A: Implementing data validation rules ensures that incoming email data like subject lines and customer information is accurate.

B: Configuring automated case creation and assignment based on email content helps streamline the handling process.

C: Testing the integration with sample messages ensures functionality across different scenarios before going live.

These steps together ensure data accuracy and the smooth operation of the new email channel.

NEW QUESTION # 133

The consultant should recommend the company utilize Flow Settings in Email-to-Case to meet their requirements.

A customer service manager wants to implement a process where a case

gets reassigned to a higher support tier if it is not resolved within a given service-level agreement (SLA) timeline.

Which solution should a consultant propose to set this process up?

- A. Create an Escalation Rule Entry and configure it so that cases get an escalated status of the case is still open after passing SLA times.
- B. Create a Quick Action for escalating a case and set up Conditional Visibility Rule to show the Quick Action after a case has passed SLA times Create a record-triggered flow that gives cases an escalated status if it is still open a pa A times.
- **C. The consultant should propose creating an Escalation Rule Entry to set up**

Answer: C

Explanation:

For managing cases based on service-level agreements (SLAs) where a case needs to be reassigned to a higher support tier if not resolved within the specified time, the appropriate solution is to use Escalation Rules. Escalation Rules in Salesforce allow you to automatically escalate cases based on criteria such as case age, ensuring that SLA timelines are adhered to. The rule can be set to change the assignment of the case to a higher tier support group or individual when the case remains open past the SLA threshold.

Reference: Salesforce Escalation Rules

NEW QUESTION # 134

