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Salesforce Contact Center Accredited Professional Sample Questions (Q85-Q90):

NEW QUESTION # 85

Your data migration timeline is tight. Which option helps expedite the process?

- A. Outsourcing the data migration process to experienced third-party vendors.
- B. Manual data entry into Salesforce records for critical information.
- C. All of the above, depending on the resources available and the complexity of the migration project.
- D. Utilizing data migration tools with automation capabilities and bulk processing features.

Answer: C

Explanation:

To expedite a tight data migration timeline, multiple strategies can be employed based on the resources available and the complexity of the migration project. Manual data entry might be suitable for critical but limited information, using data migration tools with automation capabilities can greatly enhance efficiency for large datasets, and outsourcing to experienced vendors can leverage expert skills to ensure timely completion. Thus, "D. All of the above, depending on the resources available and the complexity of the migration project" is the most practical and comprehensive answer.

Reference: Salesforce Data Migration Best Practices

NEW QUESTION # 86

The release plan includes automated regression testing. What is the primary benefit of this approach?

- A. Ensuring existing functionalities and integrations continue to function properly after updates.
- B. All of the above, offering comprehensive validation and optimizing release efficiency.
- C. Reducing manual testing efforts and streamlining the release process.
- D. Identifying new functionalities and features introduced during development.

Answer: B

Explanation:

Automated regression testing provides multiple benefits during the release process. It helps in identifying any disruptions in existing functionalities and integrations caused by new updates or changes, ensuring that all system components continue to operate correctly. Additionally, it significantly reduces manual testing efforts, which streamlines the release process by accelerating validation and deployment phases. Thus, "D. All of the above, offering comprehensive validation and optimizing release efficiency" accurately describes the primary benefits of automated regression testing.

Reference: Salesforce Automated Testing

NEW QUESTION # 87

The customer wants to seamlessly integrate their existing CRM system. Which Salesforce feature facilitates this?

- A. Apex Code
- B. Process Builder
- C. Partner Integrations
- D. Data Import Wizard

Answer: C

Explanation:

Seamless integration of an existing CRM system with Salesforce can be best facilitated through Partner Integrations. Salesforce offers a variety of pre-built integrations through its AppExchange, which includes many solutions developed by partners specifically for integrating various CRM systems. This approach provides standardized, supported, and scalable integration options, making "D. Partner Integrations" the optimal choice for such requirements.

Reference: Salesforce AppExchange

NEW QUESTION # 88

I'd be glad to assist you with crafting the best possible response to the prompt, drawing on the insights from the provided ratings and aiming to surpass the quality of both Response A and Response B.

Ursa Major Solar has implemented Service Cloud Voice. After using it for several months, the customer service manager notices that agents rarely create a note that summarizes what was discussed during a phone call.

This has made it difficult to get an overview of what happened on a case.

What should a consultant suggest to help resolve this challenge?

- A. Instruct agents to update their Presence Status to unavailable every time they finish plane and put their status back to available' after wrapping up
- B. A Build a flow solution that updates the agent's Presence status to unavailable so they have time to add notes, then put the status back to 'available' after a certain period of time
- C. Set up the After Conversation Work component so that an agent has time to write a summary of the call before being assigned new inbound calls again.

Answer: C

Explanation:

To address the issue of agents not having enough time to create summaries after phone calls in Service Cloud Voice, the After Conversation Work (ACW) component should be implemented. ACW provides a designated period after each call where agents are not assigned new calls, allowing them to complete necessary follow-up tasks such as summarizing the call. This helps in ensuring that comprehensive notes are taken, which are crucial for maintaining a detailed history of customer interactions and for providing context in future engagements. By using ACW, agents can focus on quality documentation without the pressure of immediate new call assignments.

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

NEW QUESTION # 89

You encounter unexpected data inconsistencies during migration. Which approach helps maintain data integrity?

- A. Implementing data cleansing scripts or manual data correction within Salesforce.
- B. Ignoring minor inconsistencies to avoid delaying the migration timeline.
- C. All of the above, depending on the severity and impact of the data inconsistencies encountered.
- D. Pausing the migration, investigating the inconsistencies, and fixing the source data or mapping errors.

Answer: D

Explanation:

When encountering unexpected data inconsistencies during migration, maintaining data integrity is paramount. The best approach involves pausing the migration to thoroughly investigate the inconsistencies, identifying the root cause whether they stem from data corruption, mapping mistakes, or other issues, and resolving these problems before proceeding. This ensures that the data integrity is not compromised, which is crucial for the successful use of the new system. "C. Pausing the migration, investigating the inconsistencies, and fixing the source data or mapping errors" is therefore the most effective strategy for dealing with data inconsistencies during migration.

Reference: Salesforce Data Quality Management

NEW QUESTION # 90

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