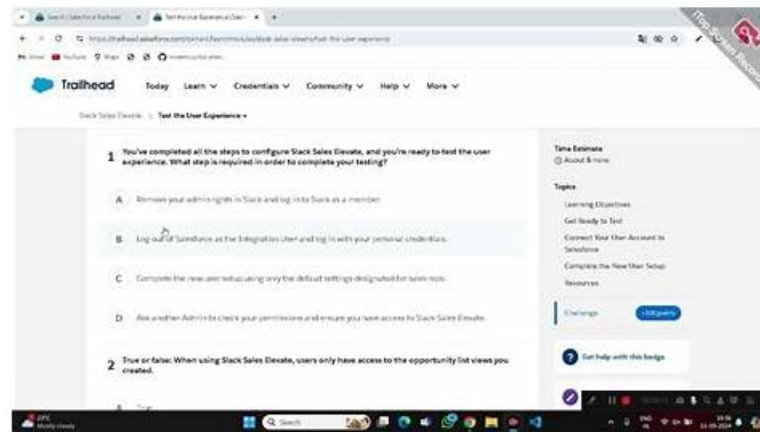


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Salesforce Contact Center Accredited Professional Sample Questions (Q98-Q103):

NEW QUESTION # 98

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

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

Answer: B

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 # 99

You need to identify trends and patterns within Contact Center metrics. Which tool offers the most advanced data analysis capabilities?

- A. All of the above, depending on the desired level of data exploration, predictive insights, and visual representations.
- B. Salesforce Reporting with basic filters and data grouping for analysis.
- C. Einstein Analytics with advanced data blending, predictive modeling, and visual storytelling capabilities.
- D. Omni-Channel dashboards providing real-time insights and basic trend visualization.

Answer: A

Explanation:

Identifying trends and patterns within Contact Center metrics requires tools capable of varying levels of analysis. Salesforce Reporting offers basic filtering and grouping, Omni-Channel dashboards provide real-time operational insights, and Einstein Analytics delivers sophisticated capabilities like data blending, predictive modeling, and visual storytelling. "D. All of the above, depending on the desired level of data exploration, predictive insights, and visual representations" captures the broad range of tools available for different analytical needs, making it the optimal choice.

Reference: Einstein Analytics

NEW QUESTION # 100

The customer wants to automatically route cases based on language skills and expertise. Which feature facilitates this?

- A. Omni-Channel Presence
- B. Entitlements
- C. Routing Rules
- D. Skill-Based Routing

Answer: D

Explanation:

Skill-Based Routing is the feature that best facilitates the automatic routing of cases based on language skills and expertise. This feature allows the contact center system to match incoming cases with agents who have the specific skills and expertise needed to handle those cases effectively. By ensuring that cases are directed to the most appropriately skilled agents, skill-based routing enhances efficiency, improves resolution times, and increases customer satisfaction.

NEW QUESTION # 101

Ursa Major Solar (UMS) wants to offer the new Messaging for Web channel on its Azure based Experience Cloud site. However, UMS wants authenticated users to go directly to an agent and guest users to be connected with an Einstein Bot.

How should a consultant suggest UMS configure its Experience Cloud site to support this?

- A. Create a Page Variation for each page where the chat is offered one for authenticated one for guest users to alter the routing destination
- B. Use conditional visibility on the Embedded Messaging component to show one for the users and one for guest users to alter the routing destination
- C. Pass in the User ID field as a hidden pre-chat field and check the value of that field in the Channel flow to determine the routing destination

Answer: C

Explanation:

To differentiate the chat routing for authenticated and guest users on an Experience Cloud site, using the Embedded Messaging component with conditional visibility settings based on user status is effective. However, passing the User ID as a hidden pre-chat field and using that value in an Omni-Channel flow to determine the routing destination offers a more seamless and automated

approach. This setup ensures that authenticated users can bypass initial bot interactions and directly connect with an agent, while guest users start their interaction with an Einstein Bot.

Reference: Salesforce Omni-Channel Routing

NEW QUESTION # 102

To validate email deliverability, you need to test spam filters and blacklists. Which tool helps with this process?

- A. Configuring SPF, DKIM, and DMARC authentication protocols to improve email deliverability reputation.
- B. Monitoring email logs and delivery reports within Salesforce for identifying blocked or bounced emails.
- C. Email testing services like Mail Tester and GlockApps for analyzing email content and predicting spam filter activation.

Answer: C

Explanation:

To validate email deliverability, especially in terms of avoiding spam filters and blacklists, using email testing services is highly effective: A. Email testing services like Mail Tester and GlockApps analyze email content, simulate sending to major email providers, and report on elements that could trigger spam filters. These services provide actionable insights that can help in adjusting email content and settings to improve deliverability.

While B and C are valuable for overall email deliverability management, they do not specifically provide testing or simulation of spam filter activation, which is crucial for proactive deliverability testing.

For more on improving email deliverability with Salesforce, including the use of testing tools, you can visit:

<https://developer.salesforce.com/>

NEW QUESTION # 103

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