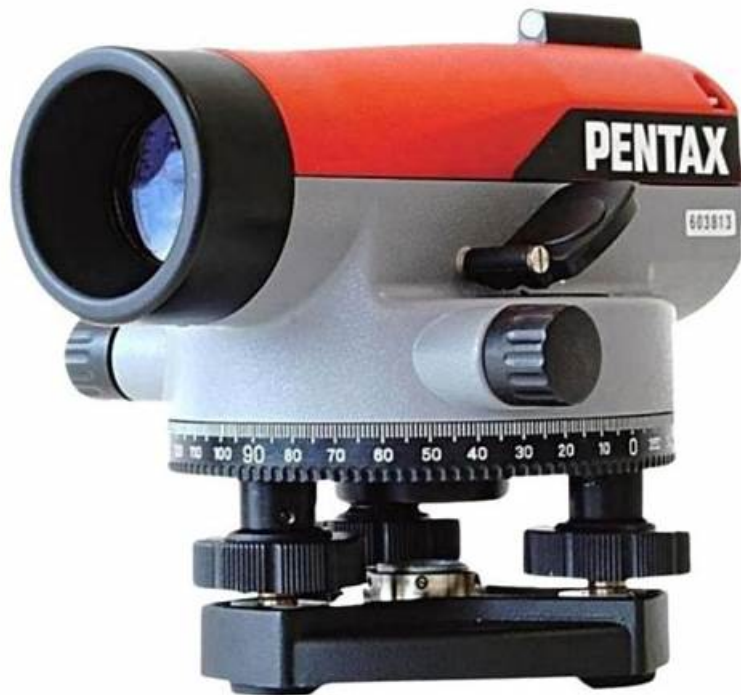# Salesforce AP-226 Instant Download, AP-226 Reliable Test Test

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Salesforce Contact Center Accredited Professional Sample Questions (Q41-Q46):

NEW QUESTION # 41
The customer requires secure access control for sensitive customer dat
a. Which data model element contributes to data security?

- A. Implement third-party data encryption solutions for additional security layers.
- B. Configure field-level security to grant selective access to sensitive data based on user roles and permissions.
- C. Utilize custom fields to capture all types of customer information without access restrictions.

- D. Store all customer data in one field without any segregation or access control mechanisms.

Answer: B

Explanation:
Field-Level Security (FLS) in Salesforce is essential for controlling access to sensitive data. It allows administrators to specify which fields are visible and editable by which users or profiles. This ensures that sensitive customer information is only accessible to authorized personnel, thereby contributing significantly to data security. Option "B. Configure field-level security to grant selective access to sensitive data based on user roles and permissions" is the correct choice as it directly addresses the requirement for secure access control within the Salesforce data model.
Reference: Salesforce Documentation on Field-Level Security

NEW QUESTION # 42
Which standard field options should a consultant recommended form for In-App Messaging?

- A. First Name Last Name Email Account Number
- B. First Name, Last Name, Emil Subject
- C. First Name, Last Name, Email Order Number

Answer: A

Explanation:
For In-App Messaging, the recommended standard field options to include are First Name, Last Name, Email, and Account Number. These fields ensure that customer service agents have the essential information needed to identify and authenticate the customer, facilitating a more personalized and efficient service interaction. The Account Number is particularly crucial as it provides a direct link to the customer's specific details and transaction history within the company's systems.

NEW QUESTION # 43
To facilitate a transfer of an Enhanced Bot conversation to a queue, a consultant needs to use two routing types:
1. Omni-Channel Flow:
* This is the primary type used to route the conversation from the bot to the queue.
* The consultant can build a flow with a specific action to "Route Work Item."
* This action allows you to specify the target queue where the conversation will be directed.
2. Dialog: (Optional)
* While not required for basic transfers, dialogs can be used to
enhance the user experience during the transfer process.
* For example, the consultant can create a dialog that informs the
customer about the need to transfer the conversation to a live agent
and provides estimated wait times.
* Additionally, the dialog can collect any necessary information from the customer before transferring the case to the queue.
A consultant is asked to migrate 100,000 historic cases from a legacy system to Cloud.
Which tool should the consultant use?

- A. Salesforce REST API
- B. Data Import Wizard
- C. Data Loader

Answer: C

Explanation:
For migrating 100,000 historic cases from a legacy system to Salesforce, the consultant should use the Data Loader. Salesforce Data Loader is designed for bulk data operations and is the optimal tool for handling large-scale data migrations, such as 100,000 records or more. It provides the ability to insert, update, delete, or export Salesforce records. When importing data, Data Loader reads, extracts, and loads data from CSV files or from a database connection. For large data volumes, Data Loader is more efficient and robust than the Data Import Wizard, which is typically recommended for loading fewer than 50,000 records. The Data Loader also supports automated batch processing, making it suitable for migrating large datasets from legacy systems.

NEW QUESTION # 44

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

- A. Salesforce Reporting with basic filters and data grouping for analysis.
- B. All of the above, depending on the desired level of data exploration, predictive insights, and visual representations.
- 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: B

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 # 45
You need to set up email case creation. Which feature allows automatic case generation from incoming emails?

- A. Einstein Bots configured to handle email inquiries and create cases if needed.
- B. Process Builder sequences defining steps for email parsing and case generation.
- C. Workflow Rules with email field criteria triggering case creation.
- D. Email-to-Case enabled on the Case object with appropriate field mapping.

Answer: D

Explanation:
Email-to-Case is the feature that allows automatic case generation from incoming emails by converting emails into case records. This functionality ensures that all relevant email data is captured directly into Salesforce cases, utilizing field mapping to organize and store information correctly.

NEW QUESTION # 46
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