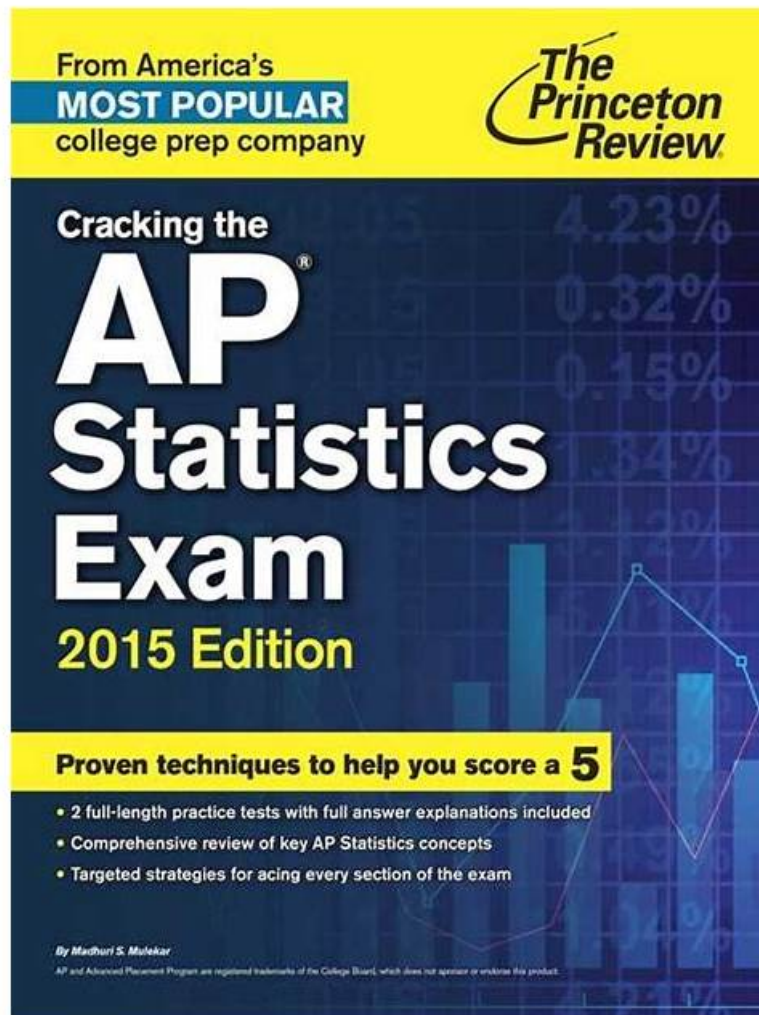


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Salesforce Contact Center Accredited Professional Sample Questions (Q122-Q127):

NEW QUESTION # 122

You need to configure email templates for case updates and notifications. Which tool best suits this task?

- A. Einstein Mail Composer powered by AI for personalized and responsive email content.
- B. Salesforce Classic Email Templates with drag-and-drop content editing.
- C. Entitlement Email Templates for automated communication based on service level agreements.
- **D. Lightning Email Templates with flexible design options and dynamic data merge fields.**

Answer: D

Explanation:

Lightning Email Templates provide the best solution for configuring email templates for case updates and notifications. These templates offer flexible design options and the ability to use dynamic data merge fields, making them ideal for creating personalized and context-specific communications.

NEW QUESTION # 123

You're validating performance requirements for the deployed system. Which tool helps assess system responsiveness and handle load testing?

- **A. All of the above, providing a holistic view of system performance and adherence to defined responsiveness and load handling requirements.**
- B. Analyzing system logs and resource utilization data to identify performance bottlenecks and resource constraints.
- C. Monitoring agent feedback and user experience reports for any performance issues or service delays after deployment.
- D. Utilizing performance testing tools to simulate user activity and analyze response times, throughput, and stability under load.

Answer: A

Explanation:

Assessing system performance and responsiveness involves various tools and approaches:

A: Analyzing system logs and resource utilization data helps identify performance bottlenecks.

B: Utilizing performance testing tools to simulate user activity enables evaluation of system response times and stability under various load conditions.

C: Monitoring agent feedback and user experience reports provides insights into real-world performance issues post-deployment. These combined approaches offer a comprehensive evaluation of the system's performance, ensuring it meets the required standards for responsiveness and load handling.

NEW QUESTION # 124

Validating email functionality involves testing delivery and content accuracy. Which tool helps with email address verification?

- A. Data Loader functionality for bulk email address validation against external databases.
- **B. Salesforce Sandbox environment for sending test emails and verifying recipient details.**
- C. Einstein Validation Service for real-time email address verification during data entry.
- D. Salesforce Reports with filters to identify cases with invalid email addresses.

Answer: B

Explanation:

The Salesforce Sandbox environment is the ideal tool for validating email functionality. It allows for the sending of test emails to verify both the delivery and the accuracy of content, including the proper functioning of merge fields and the correctness of recipient details, without affecting live data.

NEW QUESTION # 125

Your customer has a small-scale implementation with a tight timeline. Which release strategy best suits this scenario?

- A. Pilot deployment with a limited user group for initial testing and feedback.
- B. Big bang deployment with all features rolled out simultaneously.
- C. Phased approach with incremental releases and controlled rollouts.
- D. Continuous integration and continuous delivery (CI/CD) for rapid iterative updates.

Answer: A

Explanation:

For a small-scale implementation with a tight timeline, a pilot deployment strategy is particularly suitable. This approach allows a limited user group to test the new system, providing valuable feedback before a full-scale rollout. It helps identify potential issues in a controlled environment, minimizing risk and enabling adjustments based on real user experiences, making it the best choice under the described circumstances.

Reference: Salesforce Documentation on Implementation Strategies

NEW QUESTION # 126

The required configurations for the client's requirements are:

Business Hours active, Omni-Channel Queue or Flow, Estimated Wait Time active, and Business Hours added to the Embedded Deployment.

A consultant learns that their client receives thousands of emails a week to the contact center, which contain many PDF files. In general, the email communication back and forth with the customer is high. They do not want to duplicate the PDFs every time a new email is received in the same email thread.

When designing the solution, the consultant considers the Eliminate duplicate email attachments setting in Email-to-Case to meet the requirement.

How should the PDFs be processed by Salesforce to comply with the Eliminate duplicate email attachments setting?

- A. Attachments
- B. Custom file storage solution
- C. Salesforce Files

Answer: C

Explanation:

To comply with the "Eliminate duplicate email attachments" setting in Email-to-Case, PDFs should be processed as Salesforce Files. Salesforce Files offers more advanced management capabilities, including deduplication, sharing, and security options compared to traditional attachments. This approach will prevent duplication of PDF files every time a new email is received in the same email thread, thereby optimizing storage and managing files more efficiently within the platform.

NEW QUESTION # 127

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