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Salesforce Contact Center Accredited Professional Sample Questions (Q111-Q116):

NEW QUESTION # 111

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

- A. Monitoring email logs and delivery reports within Salesforce for identifying blocked or bounced emails.
- B. Email testing services like Mail Tester and GlockApps for analyzing email content and predicting spam filter activation.

- C. Configuring SPF, DKIM, and DMARC authentication protocols to improve email deliverability reputation.

Answer: B

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 # 112

Your scenario involves transitioning to a new self-service portal for customers. Which cut-over requirement helps ensure successful user adoption and engagement?

- A. Implementing robust search functionalities and user-friendly navigation within the new self-service portal.
- **B. All of the above, contributing to a positive user experience and encouraging customer adoption of the new portal.**
- C. Launching awareness campaigns and providing clear guidance on how to use the new self-service portal.
- D. Conducting user testing and gathering feedback on the portal's usability and accessibility.

Answer: B

Explanation:

Ensuring successful user adoption and engagement with a new self-service portal involves a comprehensive strategy:

A: Implementing robust search functionalities and user-friendly navigation makes the portal easy to use and helps customers find the information they need quickly.

B: Conducting user testing and gathering feedback allows for refining the portal based on real user experiences and preferences.

C: Launching awareness campaigns and providing clear guidance ensures that customers are aware of the new portal and understand how to use it effectively.

Combining these elements fosters a positive user experience, which is crucial for encouraging adoption and engagement.

NEW QUESTION # 113

Ursa Major Solar (UMS) configured its Omni-Channel to allow support agents to handle three chat requests simultaneously. It has been a challenge for some of the new hire agents.

What should an administrator add in Omni-Channel settings to allow ramp-up time for UMS's junior agents to handle only two chat requests at a time?

- A. Routing Configuration.
- B. Create and assign a new Presence Configuration. Create and apply a new
- **C. Create and assign a new Presence Status**

Answer: C

Explanation:

To provide ramp-up time for junior agents handling fewer chat requests at a time, an administrator should create and assign a new Presence Status. This status would specifically allow junior agents to handle only two chat requests simultaneously, compared to the standard three. This setting tailors the workload according to the agent's capability, ensuring they are not overwhelmed, which helps in their gradual adaptation to the expected work pace.

NEW QUESTION # 114

You need to share Contact Center metrics with external stakeholders. Which feature facilitates secure and controlled data sharing?

- A. Exporting reports and dashboards for external access via email or file sharing platforms.
- **B. All of the above, depending on the security requirements, desired level of control, and complexity of data access needs.**
- C. Salesforce Sharing Settings granting specific access levels to external users for relevant dashboards and reports.

- D. Custom Apex development for building secure data sharing portals with granular access controls.

Answer: B

Explanation:

Sharing Contact Center metrics with external stakeholders can be managed through various Salesforce features, depending on the specifics of the requirement. Exporting reports and dashboards provides a straightforward method of sharing data. Salesforce Sharing Settings allow for controlled access to specific dashboards and reports. Custom Apex development can create highly secure data sharing portals tailored to precise needs. Therefore, "D. All of the above, depending on the security requirements, desired level of control, and complexity of data access needs" is the best answer, offering flexibility and security in data sharing.

Reference: Salesforce Data Sharing and Security

NEW QUESTION # 115

While some of your suggestions aim to address Ursa Major Solar's need to accommodate new agents during peak season, they raise potential concerns and might not be the most optimal approach. Here's a breakdown:

Ursa Major Solar (UMS) is implementing Email-to-Case in its ...

Salesforce notaro which it has used in the past 2 years as its Case

Management system, to place is the party Email Channel provider. UMS is excited to learn about the artificial in capability in Einstein Case Classification and would like to prioritize the capturing the build as must-have After verifying the license, how should a consultant include the Einstein Case Classification capability in the same project?

Add two requirements to the backlog in the current release date

EmailMessage object to meet data requirements for Einstein formal Car

Cassium be up Einstein Case Classification.

Add the requirement to a future release since Einstein rends at least 400 the past 6 months to build the model in Email Channel Add the requirement in the current release as the customer are case records and because of the reed to prontice the manner Classification The most appropriate approach for incorporating Einstein Case Classification into the same project is to:

A) A Add two requirements to the backlog in the current release:

B) Ursa Major Solar has recently seen a big increase in case volume due to the launch of new product.

What should the company do to deflect cases?

Implement an internal knowledge base.

Implement a customer-facing knowledge base Implement a new channel in

SMS. Choose

While both implementing an internal knowledge base and implementing a customer-facing knowledge base can help deflect cases, the most impactful choice for Ursa Major Solar is:

Implementing a customer-facing knowledge base.

Ursa Major Solar decided to roll out Einstein Bots in all of the enhanced digital snipe channels for its retail customers, including Facebook Messenger, WhatsApp and Message for In-app and Web. The Salesforce administrators are not sure how many boss they sa and why.

Which recommendation should a consultant make to the Salesforce ..

- A. Two bots. Fewer bots means less maintenance and the same can be p and
- B. Three bots. One bot per channel will provide a chunne specific customer..
- C. bot. The same Einstein Bot can be deployed to all Enhanced Digital ... that Sent Cloud supports

Answer: C

Explanation:

Facebook Messenger

Explanation:

To incorporate Einstein Case Classification effectively in the ongoing project, the consultant should add two requirements to the backlog in the current release. This approach ensures that the project team can address the need for Einstein Case Classification without delaying the current implementation schedule. The EmailMessage object will need to be configured to meet data requirements for Einstein Case Classification, which will then enable the automated classification and routing of incoming cases based on content analysis. This strategic inclusion in the current release facilitates immediate enhancement of case management efficiency without the wait times associated with gathering historical data, as would be necessary if waiting for a future release.

Reference: https://help.salesforce.com/s/articleView?id=sf.einstein_service_case_classification.htm For deflecting cases, implementing a customer-facing knowledge base is the most impactful choice for Ursa Major Solar. A customer-facing knowledge base allows customers to self-serve by accessing information and solutions directly, which can significantly reduce the volume of incoming cases by addressing common inquiries and issues before they escalate to live support interactions.

Reference: https://help.salesforce.com/s/articleView?id=sf.knowledge_about.htm For the deployment of Einstein Bots across enhanced digital service channels, the recommendation should be to use the same Einstein Bot across all channels (Facebook Messenger, WhatsApp, Message for In-app, and Web). This approach leverages the ability of Einstein Bots to be configured once and deployed across multiple channels, simplifying maintenance and ensuring consistent customer experiences across all digital touchpoints.

NEW QUESTION # 116

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