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Salesforce Contact Center Accredited Professional Sample Questions (Q128-Q133):

NEW QUESTION # 128

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

- A. All of the above, depending on the security requirements, desired level of control, and complexity of data access needs.
- B. Salesforce Sharing Settings granting specific access levels to external users for relevant dashboards and reports.
- C. Custom Apex development for building secure data sharing portals with granular access controls.
- D. Exporting reports and dashboards for external access via email or file sharing platforms.

Answer: A

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.

NEW QUESTION # 129

Universal Containers plans on notifying its customers with an automated outbound SMS message every time a package gets shipped out and when it arrives.

How should an administrator provision the phone number to support this functionality?

- A. Provision a toll free phone number at least 8 weeks before golive
- B. Provision a short code phone number at least 8 weeks before golive
- C. Provision a long code phone number on least 2 weeks before golive

Answer: C

Explanation:

For notifying customers with automated outbound SMS messages, provisioning a phone number well in advance is essential. A long code phone number, which is typically a regular 10-digit phone number, is suitable for such notifications and generally requires at least 2 weeks to provision. This allows sufficient time for setup and testing before going live. Therefore, "C. Provision a long code phone number at least 2 weeks before golive" is the correct step for supporting this functionality effectively.

Reference: Salesforce SMS Implementation Guide

NEW QUESTION # 130

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

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

Answer: D

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 # 131

Validating chatbot functionality involves testing natural language processing (NLP) accuracy. Which tool can help with this?

- A. All of the above, providing multi-faceted insights into chatbot NLP performance and user experience.
- B. Conducting user testing sessions with real customers to gather feedback on chatbot interactions and understanding.
- C. Monitoring chatbot logs and chat transcripts to identify misinterpretations of user queries.
- D. Utilizing NLP testing tools like Annotate.io or MonkeyLearn to analyze bot responses and accuracy.

Answer: A

Explanation:

Validating chatbot functionality, especially the accuracy of natural language processing (NLP), requires a combination of techniques. Monitoring logs and transcripts helps identify misinterpretations, while NLP testing tools like Annotate.io or MonkeyLearn can analyze responses for accuracy. Real user testing provides feedback on the chatbot's effectiveness in real-world interactions. Therefore, "D. All of the above, providing multi-faceted insights into chatbot NLP performance and user experience" encompasses the comprehensive approach needed for thorough testing.

Reference: Salesforce Einstein Bots

NEW QUESTION # 132

While all the options mentioned can be helpful for improving efficiency in resolving customer cases, the most suitable

recommendation for Ursula Major Solar based on the given scenario is:

Use Salesforce Knowledge to store questions and answers so agents can easily reproduce the same answer for similar questions. Universal Containers has implemented service-level agreements (SLAs) to resolve cases. There is an additional requirement when the contact center is closed for a holiday to not apply escalation rules or milestones during this time. How should a consultant recommend implementing this requirement?

- A. Set up Support Holidays to specify holidays.
- B. Create additional holiday rules in the SLAs
- C. Create an Apex trigger to check agent holidays

Answer: A

Explanation:

To meet the requirement of not applying escalation rules or milestones during holidays at the contact center, the most straightforward approach is to set up Support Holidays in Salesforce. This feature allows you to specify non-working days during which case escalation rules and milestones should not apply, ensuring that SLAs are adjusted according to business hours and special closures. Thus, "A. Set up Support Holidays to specify holidays" is the correct recommendation for managing escalations during holidays without needing custom development or additional holiday-specific rules in the SLAs.

Reference: Salesforce Support Holidays Setup

NEW QUESTION # 133

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