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Salesforce Contact Center Accredited Professional Sample Questions (Q161-Q166):

NEW QUESTION # 161

While the stakeholders might not be familiar with the term "Continuous Integration," outlining its benefits in terms of improved quality, efficiency, and reduced risk can easily convince them of its value for the Contact Center project. Here are some specific points to highlight Ursa Major Solar wants a consultant to design a solution that will allow its customers take detailed questions about a product's functionality. The customer should be able subject-matter experts and interact with IT support through available channels in real time.

Which feature should the consultant use to accomplish this?

- A. Public Groups
- B. Mass Email
- C. Experience Site

Answer: C

Explanation:

For Ursa Major Solar's requirement to enable customers to ask detailed questions about product functionality and interact with subject-matter experts in real time, the consultant should recommend the use of an Experience Site. Experience Sites, built using Salesforce Experience Cloud, allow organizations to create branded, feature-rich communities and portals for customer interaction. These sites can facilitate direct communication channels between customers and experts, provide access to knowledge articles, and offer real-time support functionalities. This feature will enable customers to engage interactively and receive the information they need efficiently.

Reference: https://help.salesforce.com/s/articleView?id=sf.networks_overview.htm

NEW QUESTION # 162

Universal Containers (UC) has a service report requirement to provide a snapshot of customers, including the service products they are using, case reason, and priority. Which dashboard in Service Analytics should UC use? Sidebar-By

- A. Account Profile
- B. Customer
- C. Open Cases

Answer: A

Explanation:

For Universal Containers, the "Account Profile" dashboard in Service Analytics is the most suitable choice. This dashboard provides a comprehensive snapshot of customers, including details on the service products they are using, case reasons, and priority. It is specifically designed to consolidate customer-related information, making it an ideal solution for UC's reporting needs.

NEW QUESTION # 163

The customer aims to automate repetitive case escalation processes. Which feature can streamline this?

- A. Entitlements
- B. Queues
- C. Field History Tracking
- D. Workflow Rules

Answer: D

Explanation:

Workflow Rules in Salesforce can automate repetitive case escalation processes effectively. By setting up rules based on specific criteria, these workflows automatically escalate cases to the right team or individual when predefined conditions are met. This feature helps streamline case management processes, reduces manual intervention, and ensures timely response to critical issues, thereby improving overall efficiency in handling customer cases.

NEW QUESTION # 164

You need to validate automated case escalation. Which tool helps monitor and assess this process?

- A. Supervisor Console providing insights into case status, queue information, and escalation triggers.
- B. Utilizing reporting tools to analyze trends and patterns in case escalation frequency and reasons.
- C. All of the above, offering complementary perspectives on automated case escalation effectiveness and potential adjustments.
- D. Monitoring Escalation History related list within case records to track escalation triggers and actions taken.

Answer: C

Explanation:

Monitoring and validating automated case escalation effectively involves using multiple tools that offer various insights into the process:

A: Monitoring Escalation History related list within case records helps track escalation triggers and actions, providing a direct audit trail for each case.

B: Utilizing reporting tools to analyze trends in case escalation provides insights into frequency, reasons, and potential areas for process improvement.

C: Supervisor Console offers real-time insights into case statuses, including escalations, enabling supervisors to oversee and adjust

processes as needed.

Combining these tools provides a holistic view of case escalation effectiveness and helps in identifying and implementing necessary adjustments.

NEW QUESTION # 165

While all listed KPIs have relevance, the most suitable set for Ursa Major Solar's goals (enhanced customer satisfaction & loyalty, cost streamlining) should prioritize these areas:

A Ursa Major Solar recently hired many new agents to handle seasonal peak volumes in the voice channel.

- A. Assign Read All data access to all voice agents
- **B. Build Omni-Channel routing flow and add all senior agents to the direct to agent routing proceed**
- C. Update the organization-wide sharing setting for use Presence to Public Read City

Answer: B

Explanation:

For Ursa Major Solar, after hiring many new agents to handle increased call volumes, the most effective strategy is to build an Omni-Channel routing flow and include all senior agents in the direct-to-agent routing protocol. This approach ensures that experienced agents are prioritized for more complex calls, helping to maintain high quality of service during peak periods. Omni-Channel routing efficiently distributes incoming calls based on agent expertise, availability, and workload, which helps to manage the increased volume without compromising service quality.

NEW QUESTION # 166

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