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Salesforce Contact Center Accredited Professional Sample Questions (Q140-Q145):

NEW QUESTION # 140

Your scenario involves customer satisfaction surveys triggered after case closure. Which platform facilitates this?

- A. All of the above, offering various options for triggering and managing customer satisfaction surveys within case management.
- B. Einstein Feedback Surveys automatically sent based on case closure events and collecting customer feedback on their experience.
- C. Process Builder sequences initiating customer satisfaction surveys upon case closure and managing survey workflow.
- D. Flow Builder with visual interface for designing and configuring survey forms and logic for collecting feedback after case closure.

Answer: A

Explanation:

Salesforce offers multiple tools that can be used to trigger customer satisfaction surveys after case closure, each providing unique capabilities. Einstein Feedback Surveys can automate sending based on case closure events. Process Builder can initiate workflows to send surveys after cases are closed. Flow Builder allows for designing survey forms and logic. All these options provide robust solutions for integrating customer satisfaction surveys into case management workflows, making "D. All of the above, offering various options for triggering and managing customer satisfaction surveys within case management" the best answer.

Reference: Salesforce Automation Tools

NEW QUESTION # 141

You need to integrate external systems for additional data enrichment within cases. Which tool facilitates this?

- A. Flow Builder with pre-built connectors and actions for integration with various external data sources.
- B. Apex code development for custom integrations with specific external systems and data retrieval.
- C. All of the above, providing options for integrating external data sources and enriching case information for informed decision-making.
- D. Salesforce Connect for establishing secure and centralized connectivity with a broader range of external systems.

Answer: C

Explanation:

Integrating external systems for data enrichment within cases can be accomplished through several tools within Salesforce. Apex code allows for customized integrations tailored to specific external systems. Flow Builder supports seamless integration with its pre-built connectors. Salesforce Connect provides robust connectivity to a wide array of external data sources. Therefore, "D. All of the above, providing options for integrating external data sources and enriching case information for informed decision-making" is the correct answer, offering multiple avenues to achieve comprehensive data integration.

Reference: Salesforce Integration Capabilities

NEW QUESTION # 142

The correct steps for UC to create a service report with 50 object references are

A consultant has cloned a standard bot as an Enhanced Bot for Universal Containers inbound conversations, which created a simple Omni-Channel flow for the bot. What does the consultant need to specify to use this flow in the channel setting other than selecting the flow?

- A. Fallback Queue
- B. Route Work Item
- C. Inbound Flow Action

Answer: B

Explanation:

For the consultant who has cloned a standard bot to an Enhanced Bot for Universal Containers, specifying the "Route Work Item" setting in the channel setup is necessary after selecting the flow. This setting is crucial as it defines how work items, such as service requests or customer interactions, are routed through Omni-Channel, ensuring that the Enhanced Bot's flow directs interactions appropriately to available agents or queues.

NEW QUESTION # 143

Your requirements include call deflection through IVR (Interactive Voice Response). Which tool is best suited for this?

- A. All of the above, depending on the complexity of the desired IVR functionalities.
- B. Einstein Bots programmed to understand spoken language and handle inquiries without agent intervention.
- C. Process Builder sequences defining IVR menus and routing options based on caller selections.
- D. Flow Builder with visual drag-and-drop interface for designing and configuring IVR menus.

Answer: D

Explanation:

Flow Builder is best suited for designing and configuring IVR (Interactive Voice Response) systems due to its visual drag-and-drop

interface. This tool allows for easy creation of complex IVR menus and routing options based on caller selections, facilitating effective call deflection and ensuring callers can resolve their inquiries without needing direct agent interaction.

NEW QUESTION # 144

Your project requires migrating customer data with multiple language variations. Which data preparation step helps maintain language consistency and accuracy?

- A. All of the above, contributing to a seamless transition with accurate representation of multilingual customer data.
- B. Utilizing data validation rules to flag and correct inconsistencies in customer record language formats and character sets.
- C. Configuring the new system to recognize and handle different language formats and encoding standards for accurate import.
- D. Manually reviewing and verifying the language and character consistency of customer data before migration.

Answer: A

Explanation:

Maintaining language consistency and accuracy during customer data migration involves various steps: A. Data validation rules ensure that inconsistencies in language formats and character sets are flagged and corrected.

B: Configuring the system to handle different language formats and encoding standards is crucial for accurate data import.

C: Manual review of language and character consistency helps verify the accuracy before migration.

Employing these measures ensures that multilingual customer data is accurately represented in the new system, enhancing data integrity and usability.

NEW QUESTION # 145

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