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## Salesforce Contact Center Accredited Professional Sample Questions (Q120-

## Q125):

### NEW QUESTION # 120

The customer prioritizes routing cases to agents based on language skills and technical expertise. Which routing logic requirement should be emphasized?

- A. Implement round-robin routing to distribute cases evenly among agents.
- B. Emphasize case escalation based on SLA breaches and time to resolution.
- **C. Configure skill-based routing with agent profiles mapped to specific languages and specialties.**
- D. Utilize presence-based routing to connect available agents regardless of expertise.

**Answer: C**

Explanation:

Skill-based routing is crucial for prioritizing case assignments based on agent competencies, such as language skills and technical expertise. By configuring agent profiles within Salesforce and mapping these profiles to specific skills, cases can be automatically routed to the most qualified agents. This method ensures that customers receive the best possible service from agents who are most capable of addressing their specific needs, enhancing both efficiency and customer satisfaction.

### NEW QUESTION # 121

You need to validate case closure accuracy and completeness. Which tool helps with this?

- A. Case Closure Rules automatically closing cases based on predefined criteria and ensuring required fields are filled.
- **B. All of the above, contributing to ensuring accurate and complete case closure for efficient data management.**
- C. Data Validation Rules on case fields requiring specific formats or preventing invalid entries before closure.
- D. Case History review for completeness and verification of resolution details before final closure.

**Answer: B**

Explanation:

For configuring chatbots within a Contact Center, multiple platforms offer flexibility and diverse functionalities:

A: Einstein Bots provide AI-powered conversation capabilities with templates tailored for various customer service scenarios.

B: Flow Builder offers a visual interface for designing bot conversations, making it easy to customize logic and user interactions.

C: Dialogflow and other third-party platforms can be integrated with Salesforce, offering advanced AI and NLP capabilities for complex interactions.

Leveraging these platforms provides comprehensive options for creating and managing chatbots tailored to different needs and use cases within a Contact Center.

### NEW QUESTION # 122

Your legacy system stores customer data in different formats. Which tool helps assess data readiness for migration?

- **A. Data Migration Assistant (DMA) tool for analyzing data format and compatibility.**
- B. Salesforce Data Loader for bulk data imports and mapping.
- C. Custom Apex code scripts developed to assess and clean legacy data for migration.
- D. Data Quality Rules within Salesforce highlighting inconsistencies and missing information.

**Answer: A**

Explanation:

The Data Migration Assistant (DMA) tool is specifically designed to analyze data formats and compatibility, making it an essential resource for assessing data readiness prior to migration. It helps in evaluating how legacy data formats will translate into Salesforce, identifying any potential issues like data inconsistency or incompatibility early in the migration process. Therefore, "C. Data Migration Assistant (DMA) tool for analyzing data format and compatibility" is the most effective tool for assessing legacy data readiness.

Reference: Salesforce Data Migration

### NEW QUESTION # 123

Your scenario requires generating automated case updates based on customer interactions. Which Salesforce feature offers this

capability?

- **A. All of the above, depending on the desired complexity and automation level of case updates.**
- B. Workflow Rules triggering email notifications and case updates based on specific events or field changes.
- C. Flow Builder with visual interface for designing automated processes and case updates triggered by interactions.
- D. Process Builder sequences defining automated actions and data updates based on triggers and conditions.

**Answer: A**

Explanation:

Automating case updates based on customer interactions can be accomplished using several Salesforce features. Workflow Rules can be configured to trigger specific actions like case updates or email notifications in response to certain events. Process Builder offers more complex sequences of automated actions based on detailed criteria. Flow Builder allows for the creation of detailed, interactive processes that can manage data updates triggered by user interactions. "D. All of the above, depending on the desired complexity and automation level of case updates" correctly captures the flexibility and range of options available within Salesforce for automating case management.

Reference: Salesforce Automation Tools

#### **NEW QUESTION # 124**

Your bot design includes integration with external systems for data retrieval. Which security protocol safeguards data exchange?

- A. Secure Sockets Layer (SSL) encryption protecting data transmission between the bot and external systems.
- **B. All of the above, forming a multi-layered security approach for data exchange with external systems.**
- C. API authentication mechanisms ensuring authorized access and verification for data exchange.
- D. Field-Level Encryption selectively encrypting sensitive data fields within the bot's data storage.

**Answer: B**

Explanation:

A robust security protocol for data exchange with external systems in bot integrations includes multiple layers:

A: SSL encryption protects data in transit between the bot and external systems, ensuring confidentiality and integrity.

B: API authentication mechanisms control and verify access, maintaining secure connections only with authorized systems.

C: Field-Level Encryption provides an additional layer by encrypting sensitive data within the bot's storage, safeguarding information at rest.

This multi-layered security approach ensures comprehensive protection of data throughout the interaction and storage lifecycle.

#### **NEW QUESTION # 125**

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