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Salesforce Contact Center Accredited Professional Sample Questions (Q137-

Q142):

NEW QUESTION # 137

The customer needs ongoing support and training for their new system. Which Salesforce resource is most valuable?

- A. Trailhead
- B. Release Notes
- C. Premier Support

Answer: C

Explanation:

For ongoing support and training for a new system, Salesforce Premier Support is the most valuable resource. Premier Support provides additional services beyond standard support, including 24/7 assistance, access to expert coaching, accelerated response times, and more. This level of support is particularly beneficial for organizations that need extensive help and rapid resolution of issues as they adapt to and evolve with their new Salesforce system.

Reference: Salesforce Premier Support

NEW QUESTION # 138

Your customer wants to offer phone and email support during business hours only, while offering chat support 24/7. Which channel support requirement best aligns with this need?

- A. Configure separate queues for each channel with specific business hours.
- B. Set automatic case deflection rules for common issues on chat after business hours.
- C. Implement a third-party chat solution with 24/7 availability integration.
- D. Utilize dynamic agent availability and presence routing across all channels.

Answer: A

Explanation:

Configuring separate queues for each support channel with designated business hours allows for tailored management of availability per service requirement. This setup enables organizations to offer phone and email support during standard business hours and continuous chat support around the clock. Each queue can have its unique operational hours and staffing strategies, ensuring that resources are aligned with customer expectations and demand for each communication channel.

NEW QUESTION # 139

The customer desires seamless integration with their existing CRM system. Which functionality bridges this gap?

- A. Einstein Analytics
- B. Apex Code Development
- C. Data Import Wizard
- D. Partner Integrations

Answer: D

Explanation:

Partner integrations in Salesforce Contact Center allow for seamless integration with existing CRM systems by leveraging pre-built connectors and integration apps available on Salesforce AppExchange. These partner solutions are specifically designed to integrate diverse systems with Salesforce, ensuring that data flows smoothly between Salesforce and other CRMs without needing custom development. This enables businesses to enhance their customer service capabilities by integrating their existing tools and databases into a unified Salesforce environment.

NEW QUESTION # 140

The project encounters unforeseen technical issues during release. Which response is most appropriate within the release management plan?

- A. Proceed with the release despite technical issues, as per the planned schedule.
- B. Delay the release to ensure complete resolution of technical issues before deployment.

- C. Ignore the technical issues and hope they resolve themselves after release.
- D. Communicate the issues transparently to stakeholders and implement a rollback plan if necessary.

Answer: D

Explanation:

In the event of unforeseen technical issues during a release, the most appropriate response is to communicate transparently with stakeholders about the issues and to have a rollback plan ready if necessary. This approach ensures that all parties are informed and prepared to revert to the previous stable version if the new release proves to be unstable or problematic, maintaining trust and system reliability.

NEW QUESTION # 141

The customer needs to ensure data security and access controls for sensitive customer information. Which security requirement is most important?

- A. Encrypt customer data at rest and in transit to protect against unauthorized access.
- B. Regularly conduct security audits and vulnerability assessments to identify potential risks.
- C. Implement multi-factor authentication (MFA) for secure agent logins and access.
- D. Configure field-level security to restrict access to sensitive data based on user roles.

Answer: D

Explanation:

Field-Level Security (FLS) is a fundamental security feature in Salesforce that allows administrators to control access to specific fields based on user roles. This feature is crucial for ensuring that sensitive customer data is only accessible by authorized personnel, thereby providing a targeted approach to data security and compliance. "B. Configure field-level security to restrict access to sensitive data based on user roles" is therefore the most important security requirement for managing access to sensitive information effectively.

Reference: Salesforce Field-Level Security

NEW QUESTION # 142

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

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