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Salesforce Contact Center Accredited Professional Sample Questions (Q145-Q150):

NEW QUESTION # 145

The consultant should suggest UMS configure its Experience Cloud site to support the desired chat routing using the following approach:

Pass in the User ID field as a hidden pre-chat field and check the value of that field in an Omni-Channel flow to determine the routing destination.

The customer service manager at Universal Containers wants to implement a process to ensure cases that are not resolved in time get brought to the attention of more experienced service agents. A consultant has proposed to implement case escalation rules for this. Which best practice should the consultant observe when configuring case escalation rules?

- A. Create a catch-all Rule Entry at the end of the sort order so that if no other entry is met a case still gets evaluated.
- B. Put the most complex escalation Rule Entry at the end of the sort order to improve system performance.
- C. Create a maximum of 25 Rule Entries to make the escalation rules easy to maintain for an administrator.

Answer: A

Explanation:

When configuring case escalation rules to ensure timely case resolution, it's essential to include a catch-all rule entry at the end of the sort order. This best practice ensures that all cases, regardless of their specific conditions, are evaluated for escalation. If a case doesn't meet any other specific criteria set in previous rule entries, the catch-all rule provides a default action to escalate the case, ensuring that it receives attention from more experienced service agents. This approach helps maintain service quality and ensures that cases are not overlooked.

Reference: Salesforce Escalation Rules Best Practices

NEW QUESTION # 146

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

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

Answer: C

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 # 147

The correct answer is Provision a long code phone number at least 2 weeks before go-live.

Ursa Major Solar (UMS) configured its Omni-Channel to allow support agents to handle three chat requests simultaneously. It has been a challenge for some of the new hire agents.

What should an administrator add in Omni-Channel settings to allow ramp-up time for UMS's junior agents to handle only two chat requests at a time?

- A. Create and assign a new Presence Configuration. Create and apply a new Routing Configuration.
- B. The correct answer is Create and assign a new Presence Configuration.
- C. Create and assign a new Presence Status

Answer: A

Explanation:

To support new hire agents who struggle with handling multiple chat requests, configuring Omni-Channel settings to limit the number of concurrent chats is crucial. By creating and assigning a new Presence Configuration that limits junior agents to handling only two chat requests at a time, administrators can effectively manage agent workload. This configuration allows the organization to tailor chat capacity to individual agent capabilities, improving both performance and job satisfaction. "A. Create and assign a new Presence Configuration. Create and apply a new Routing Configuration" is therefore the correct approach to provide ramp-up time for junior agents.

Reference: Salesforce Omni-Channel Settings

NEW QUESTION # 148

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

Answer: A

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 # 149

The customer wants to automate sending invoices and case history updates via email. Which business process requirement should be considered?

- A. Configure outbound email integrations with pre-built templates for invoices and case summaries.
- B. Implement Einstein Bots to handle email communication and automate basic customer interactions.
- C. Develop custom Apex code for automated email triggers and attachments.
- D. Utilize Process Builder with predefined rules for email notifications based on case updates.

Answer: D

Explanation:

Process Builder in Salesforce allows for the automation of tasks such as sending invoices and case history updates via email following specific triggers or updates to a case. By using predefined rules and conditions within Process Builder, organizations can automate email notifications, ensuring that communications are timely and relevant to the case status. This tool simplifies workflow automation, making it easier to maintain consistent communication with customers without manual intervention.

NEW QUESTION # 150

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