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Salesforce Contact Center Accredited Professional Sample Questions (Q151-Q156):

NEW QUESTION # 151

Your bot requirements include personalized greetings and information based on customer data. Which Salesforce feature enables this?

- A. Einstein Insights providing real-time customer data to personalize bot interactions and recommendations.
- **B. All of the above, depending on the level of personalization and data sources required.**
- C. Merge fields within bot conversation scripts linking to specific object fields containing customer information.
- D. Custom Apex code dynamically fetching customer data and injecting it into chatbot responses.

Answer: B

Explanation:

Personalizing chatbot interactions can be achieved through various Salesforce features depending on the complexity and source of the customer data. Custom Apex code can dynamically fetch and incorporate customer data into chat responses. Merge fields can link conversation scripts to Salesforce object fields. Einstein Insights can use AI to analyze customer data and tailor interactions. Thus, "D. All of the above, depending on the level of personalization and data sources required" is the correct answer, as it covers the full range of tools available for personalizing chatbot communications.

Reference: Salesforce Einstein Insights

NEW QUESTION # 152

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

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

Answer: A

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 # 153

You're migrating historical call recordings to Salesforce. Which storage option provides secure and scalable access?

- A. File attachments within Salesforce case records.
- **B. External cloud storage with Salesforce integration.**
- C. Salesforce Content Management System (CMS) for document and asset management.
- D. Salesforce Platform Events or Queues for real-time data streaming and storage.

Answer: B

Explanation:

When migrating historical call recordings, secure and scalable storage options are crucial. External cloud storage solutions, integrated with Salesforce, provide the best option for handling large volumes of data such as call recordings. These solutions offer scalability, security, and easy accessibility, which are necessary for effective data management within Salesforce environments. Thus, "B. External cloud storage with Salesforce integration" is the most suitable storage option for this purpose.

Reference: Salesforce Files and Content Management

NEW QUESTION # 154

The customer wants detailed reports on agent performance and customer satisfaction. Which Salesforce tool provides this?

- A. Einstein Bots
- **B. Reports & Dashboards**
- C. Einstein Discovery
- D. Analytics Cloud

Answer: B

Explanation:

Salesforce's Reports & Dashboards tool is specifically designed to provide detailed analytics on various operational metrics, including agent performance and customer satisfaction. This tool allows organizations to create customized reports and dashboards that visualize data effectively, helping managers monitor and analyze performance trends and make informed decisions based on real-time data.

NEW QUESTION # 155

Your deployment involves migrating external system integrations. Which data preparation step helps maintain connection accuracy and functionality?

- A. Testing data exchange with external systems through mock scenarios and sample data transfers before the actual migration.
- B. Documenting API configurations and connection details for external integrations after successful migration and testing.
- C. Mapping and verifying field names and data formats between the Contact Center system and external integrations to ensure compatibility.
- **D. All of the above, contributing to a smooth and seamless transition with reliable external system integrations within the new Contact Center system.**

Answer: D

Explanation:

Ensuring the accuracy and functionality of external system integrations during a migration involves comprehensive preparation:

A: Mapping and verifying field names and data formats ensures compatibility between systems.

B: Testing data exchange with external systems through mock scenarios validates the integration before live deployment.

C: Documenting API configurations and connection details provides a reference for maintaining and troubleshooting integrations post-migration.

These steps collectively ensure a smooth transition and reliable operation of external system integrations in the new Contact Center system.

NEW QUESTION # 156

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