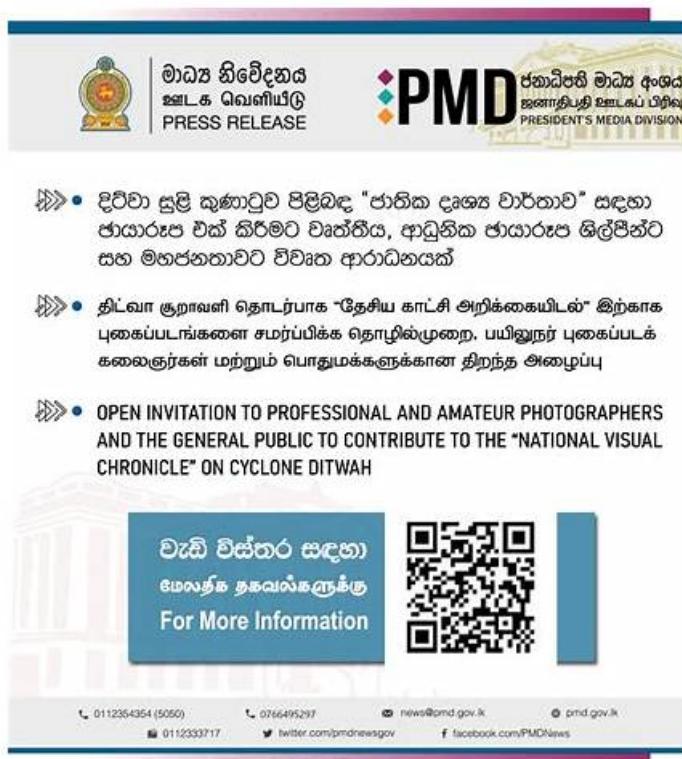


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Salesforce Contact Center Accredited Professional Sample Questions (Q159-Q164):

NEW QUESTION # 159

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 # 160

The post-release phase of the implementation plan emphasizes performance monitoring. Which metric is most relevant for evaluating Contact Center effectiveness?

- A. Number of features or functionalities implemented within the system
- B. Resource utilization and infrastructure costs associated with running the Contact Center.
- **C. System availability and uptime per customer expectations and service level agreements (SLAs).**
- D. User satisfaction surveys and agent feedback on the new system.

Answer: C

Explanation:

In the post-release phase, monitoring system availability and uptime is crucial for evaluating the effectiveness of a Contact Center. This metric directly impacts user experience and operational continuity, aligning with customer expectations and contractual service level agreements (SLAs). Therefore, "C. System availability and uptime per customer expectations and service level agreements (SLAs)" is the most relevant metric for assessing the performance of the Contact Center post-release.

Reference: Salesforce Service Level Agreements

NEW QUESTION # 161

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

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

Answer: C

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 # 162

Validating Contact Center metrics involves verifying data accuracy and interpretation. Which tool helps with data quality checks?

- A. Salesforce Data Loader for bulk data imports and basic field validation.

- B. Einstein Anomaly Detection identifying unusual patterns and potential data inaccuracies within metrics.
- **C. All of the above, offering various options for ensuring data quality and reliable metric interpretation.**
- D. Data Quality Rules within Salesforce highlighting missing information and formatting inconsistencies.

Answer: C

Explanation:

Validating data quality and the accuracy of Contact Center metrics involves multiple tools and approaches:

A: Salesforce Data Loader can be used for bulk data imports and performing basic field validations.

B: Data Quality Rules help highlight missing information and formatting inconsistencies within Salesforce.

C: Einstein Anomaly Detection tools identify unusual patterns that may indicate data inaccuracies.

Employing these tools collectively enhances the reliability of data and the accuracy of metric interpretation across the Contact Center.

NEW QUESTION # 163

Your design outlines automated case escalation based on criteria

a. Which tool facilitates rule-based escalation?

- A. Escalation Rules with conditions based on case priority, time to resolution, and other metrics.
- B. Custom Apex code defining escalation logic and actions.
- **C. Both (b) and (c), offering flexible options for automated case escalation based on rules.**
- D. Workflow Rules triggering notifications to supervisors based on pre-set escalation criteria.

Answer: C

Explanation:

Automated case escalation is effectively managed using both Escalation Rules and Workflow Rules: B. Escalation Rules enable automatic case escalation based on criteria like case priority and time to resolution. C. Workflow Rules can be used to trigger additional actions, such as notifications to supervisors, when specific escalation criteria are met. These tools work in concert to ensure timely responses to critical cases and maintain service levels.

NEW QUESTION # 164

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