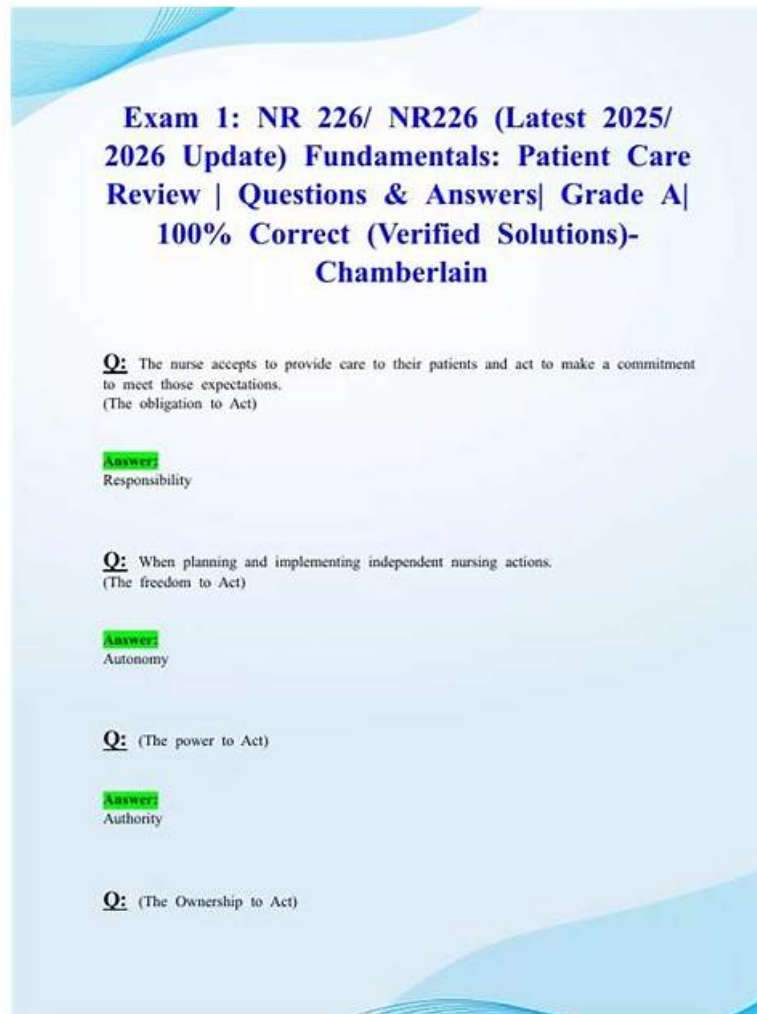


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Salesforce Contact Center Accredited Professional Sample Questions (Q84-Q89):

NEW QUESTION # 84

Your project requires migrating customer data with multiple language variations. Which data preparation step helps maintain language consistency and accuracy?

- A. Configuring the new system to recognize and handle different language formats and encoding standards for accurate import.
- B. Manually reviewing and verifying the language and character consistency of customer data before migration.
- C. All of the above, contributing to a seamless transition with accurate representation of multilingual customer data.
- D. Utilizing data validation rules to flag and correct inconsistencies in customer record language formats and character sets.

Answer: C

Explanation:

Maintaining language consistency and accuracy during customer data migration involves various steps: A. Data validation rules ensure that inconsistencies in language formats and character sets are flagged and corrected.

B: Configuring the system to handle different language formats and encoding standards is crucial for accurate data import.

C: Manual review of language and character consistency helps verify the accuracy before migration.

Employing these measures ensures that multilingual customer data is accurately represented in the new system, enhancing data integrity and usability.

NEW QUESTION # 85

You need to configure email templates for case updates and notifications. Which tool best suits this task?

- A. Salesforce Classic Email Templates with drag-and-drop content editing.
- B. Einstein Mail Composer powered by AI for personalized and responsive email content.
- C. Lightning Email Templates with flexible design options and dynamic data merge fields.
- D. Entitlement Email Templates for automated communication based on service level agreements.

Answer: C

Explanation:

Lightning Email Templates provide the best solution for configuring email templates for case updates and notifications. These templates offer flexible design options and the ability to use dynamic data merge fields, making them ideal for creating personalized and context-specific communications.

NEW QUESTION # 86

The consultant should set up "Edit the Case page layout to embed the Contact Details component on the Case page." This is the most efficient approach to streamline the agents' workflow and eliminate unnecessary navigation.

Ursa Major Solar has a Contact Support form with fields for the Subject and Description on its Experience Cloud site, that its customers can fill out to log a case. However, customers are experiencing long response times, because the case is often transferred to a different department before it can be answered.

Which changes to the Contact Support form process should a consultant suggest to improve the response times?

- A. A Use Case Assignment rules to check for keywords in the subject or description and assign the case to a specialist queue that is appropriate for each keyword
- B. Add the Type field to the assigned Global Action as required, and then use a record trigger to assign the case to a specialist queue that is appropriate for each
- C. Use a record-triggered flow to detect keywords and assign the case to a specialist queue that matches the keyword.

Answer: A

Explanation:

To improve the response times for cases logged via the Contact Support form on Ursa Major Solar's Experience Cloud site, it is recommended to implement Case Assignment Rules. By using Case Assignment Rules to check for specific keywords in the subject or description fields, cases can be automatically assigned to the appropriate specialist queue based on the detected keywords. This targeted assignment ensures that cases are handled by the most suitable department from the outset, reducing the need for transfers

and thereby improving response times. This approach leverages Salesforce's built-in functionality to efficiently route cases based on content, which can be set up and maintained with minimal technical overhead.

Reference: <https://help.salesforce.com/>

NEW QUESTION # 87

You're deploying a new routing rule for social media inquiries. Which channel-specific cut-over requirement helps maintain efficient social media messaging?

- **A. All of the above, contributing to a smooth and efficient transition for handling social media inquiries.**
- B. Automating case creation and assignment based on social media message content and customer profiles.
- C. Ensuring seamless continuity of ongoing social media conversations during the cut-over process.
- D. Pre-populating agent dashboards with relevant information about incoming social media interactions.

Answer: A

Explanation:

Efficiently managing the transition of social media messaging in a new routing setup involves several strategies:

A: Pre-populating agent dashboards with relevant information enhances readiness to handle incoming interactions effectively.

B: Ensuring seamless continuity of ongoing conversations during the cut-over minimizes disruption to customer communications.

C: Automating case creation and assignment based on social media content and customer profiles streamlines the response process.

Combining these approaches ensures that social media inquiries are managed smoothly and efficiently during and after the transition.

NEW QUESTION # 88

Your project requires migrating knowledge base articles. Which data preparation step helps maintain internal links and formatting within articles?

- A. Exporting articles in a compatible format that preserves formatting and internal links for import into the new system.
- B. Manually reviewing and adjusting internal links and formatting within each article before migration.
- C. Utilizing data transformation tools to automatically convert and adapt article formats for the new knowledge base platform.
- **D. All of the above, depending on the capabilities of the existing and new knowledge base systems for handling formatting and links.**

Answer: D

Explanation:

Maintaining internal links and formatting when migrating knowledge base articles requires careful preparation. Exporting articles in formats that preserve these elements ensures they are retained during the migration. Manually reviewing articles allows for adjustments to links and formatting that may not automatically transfer correctly. Data transformation tools can automate some adjustments, adapting articles to the new system's requirements. Thus, "D. All of the above, depending on the capabilities of the existing and new knowledge base systems for handling formatting and links" provides a comprehensive strategy for effectively maintaining article integrity during migration.

Reference: Salesforce Knowledge Base Migration

NEW QUESTION # 89

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