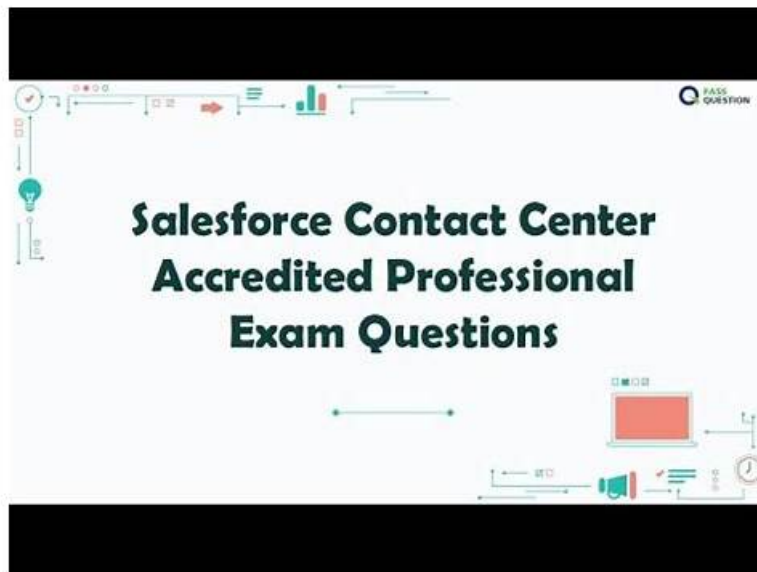


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Salesforce Salesforce-Contact-Center Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> • Implement: This section deals with setting up the fundamental Contact Center functionalities and features. Following this, in alignment with the complete design, configure and authenticate the email functionality, ensuring its seamless operation. Similarly, based on specific scenarios, configure and verify the functionality of voice services.
Topic 2	<ul style="list-style-type: none"> • Design: Deals with the Contact Center functionalities with the stipulated requirements. Subsequently, when presented with business requirements, devise scalable and maintainable solutions for the Contact Center, adhering to standard data models.
Topic 3	<ul style="list-style-type: none"> • Deploy: Discern the suitable deployment process pertinent to the Contact Center. Subsequently, document channel-specific cut-over requirements based on the feature configurations provided.
Topic 4	<ul style="list-style-type: none"> • Discovery: This section deals with a customer use case, and initiates interviews to delineate personas and stakeholders involved.

Salesforce Contact Center Accredited Professional Sample Questions (Q182-Q187):

NEW QUESTION # 182

The customer values user adoption and training. Which element should be prioritized in the implementation plan?

- A. Development and testing of core functionalities before focusing on user experience.
- B. Comprehensive change management and communication strategy.
- C. Extensive technical documentation and configuration guides.
- **D. End-to-end user training programs and support resources.**

Answer: D

Explanation:

User adoption and training are crucial for the successful implementation of any new system. Prioritizing end-to-end user training programs and support resources is essential to ensure that all users are comfortable and proficient with the new tools and functionalities. This approach helps to maximize user engagement and productivity, which are critical for the overall success of the project. Therefore, "C. End-to-end user training programs and support resources" should be the focus in the implementation plan to enhance user adoption and effectiveness.

Reference: Salesforce Training and Certification

NEW QUESTION # 183

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

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

Answer: A

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 # 184

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

management plan?

- **A. Communicate the issues transparently to stakeholders and implement a rollback plan if necessary.**
- 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. Proceed with the release despite technical issues, as per the planned schedule.

Answer: A

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.

References: https://help.salesforce.com/articleView?id=sf.release_manage_best_practices.htm

NEW QUESTION # 185

You need to test email responsiveness on different devices. Which platform facilitates multi-device testing?

- **A. Utilizing Email Preview tool in Salesforce Marketing Cloud for cross-device rendering checks.**
- B. Salesforce Inbox previewing emails on desktop and mobile versions.
- C. Sending test emails to personal accounts with different devices and platforms.
- D. Developer tools in web browsers for inspecting email rendering on various devices.

Answer: A

Explanation:

The Email Preview tool in Salesforce Marketing Cloud is specifically designed to facilitate multi-device testing. This tool allows you to preview and test how emails will render across different devices, ensuring that your email campaigns look good and function properly no matter what device your recipients are using. This capability is essential for effective email marketing campaigns and customer communications, making "D. Utilizing Email Preview tool in Salesforce Marketing Cloud for cross-device rendering checks" the best option for testing email responsiveness on different devices.

Reference: Salesforce Marketing Cloud Email Studio

NEW QUESTION # 186

Your scenario involves migrating to a new chat platform integrated with Salesforce. Which deployment process best facilitates transition with minimal downtime?

- A. Cutover deployment with a temporary system switch during scheduled maintenance time for minimal disruption.
- B. Parallel deployment running both platforms simultaneously until full migration to the new system.
- C. Phased deployment migrating agents and customer access in groups to minimize service interruption.
- **D. All of the above, depending on the platform integration complexity and desired downtime window.**

Answer: D

Explanation:

Transitioning to a new chat platform integrated with Salesforce can be effectively managed through various deployment strategies, each suitable based on the specific scenario: A. Phased deployment gradually transitions agents and customers, minimizing disruption. B. Parallel deployment allows running both the old and new platforms simultaneously to ensure continuous service. C. Cutover deployment switches systems during a planned downtime, which is typically scheduled for low-usage times. Selecting the appropriate method depends on factors like the complexity of integration and the organization's tolerance for downtime.

References: https://help.salesforce.com/articleView?id=sf.deployment_best_practices.htm

NEW QUESTION # 187

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