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Salesforce Contact Center Accredited Professional Sample Questions (Q37-Q42):

NEW QUESTION # 37

Your scenario involves automatically assigning cases based on urgency and location. Which feature facilitates this?

- A. Escalation Rules automatically escalating cases based on time-to-resolution or urgency criteria.
- B. Case Assignment Rules using predefined criteria to direct cases to specific queues or agents.
- C. Process Builder sequences triggering automated case creation and assignment based on data triggers.

- **D. All of the above, working together for dynamic case assignment and escalation based on context and urgency.**

Answer: D

Explanation:

In scenarios involving automatic case assignment based on factors like urgency and location, a combination of Salesforce features is typically most effective. Case Assignment Rules can be used to automatically route cases to appropriate queues or agents based on predefined criteria. Process Builder can trigger automated case assignments and other related actions based on specific data triggers. Escalation Rules manage cases that require urgent attention by escalating them as needed. "D. All of the above, working together for dynamic case assignment and escalation based on context and urgency" best describes the integrated approach necessary for managing these assignments effectively.

Reference: Salesforce Documentation on Case Assignment and Escalation

NEW QUESTION # 38

The best dashboard in Service Analytics for UC's service report requirement is Sidebar-By Customer.

Universal Containers (UC) has a requirement to create a service report that contains 50 object references. Which steps should UC take to achieve this?

- **A. Create a custom report type Select four object relationships Select adal from extra objects**
- B. Create a Visualforce service report Create objects and fields the Vict into the objects and fields in the report
- C. Create 10 service reports Select the objects Combine the service reports

Answer: A

Explanation:

To create a service report containing references to 50 objects, Universal Containers should follow these steps:

Create a custom report type: This allows for the definition of primary and related objects.

Select up to four object relationships: This structures the primary relationships needed for the report.

Add fields from additional related objects: This extends the report's scope to include up to 50 object references by pulling in fields from other relevant objects.

This method provides a scalable approach to complex reporting needs within Salesforce.

NEW QUESTION # 39

You're deploying a new SMS channel for customer updates and notifications. Which cut-over requirement helps prevent message delivery failures and ensure customer reach?

- **A. All of the above, contributing to reliable and effective SMS communication with customers.**
- B. Validating customer phone numbers and carrier compatibility before activating the SMS channel.
- C. Implementing message throttling and rate limiting to prevent overwhelming customers with SMS alerts.
- D. Configuring clear opt-in and opt-out mechanisms for SMS updates and notifications.

Answer: A

Explanation:

Deploying a new SMS channel for customer updates and notifications requires comprehensive planning to prevent delivery failures and ensure effective communication. Validating customer phone numbers and carrier compatibility ensures that messages reach the intended recipients. Configuring opt-in and opt-out mechanisms maintains compliance and respects customer preferences.

Implementing message throttling and rate limiting avoids overwhelming customers and enhances the customer experience. Therefore, "D. All of the above, contributing to reliable and effective SMS communication with customers" is the best approach to ensure a successful SMS channel rollout.

Reference: Salesforce Mobile Messaging

NEW QUESTION # 40

The consultant should use the Data Loader to migrate 100,000 historic cases from a legacy system to Salesforce.

A consultant has noticed that agents always open the contact record first when they are routed a new Email-to-Case before they do anything else What should the consultant set up to make this more efficient for agents?

- A. Edit the Navigation rules for the app that the agents use to set Case as a subtab of Contact
- B. Create an Omni-Channel flow that adds Contact as the focused record using the Configure Screen
- C. Edit the Case page layout to embed the Contact Details component on the Case page Pop action

Answer: A

Explanation:

To make the process more efficient for agents who routinely access contact records first when routed a new Email-to-Case, the consultant should edit the navigation rules for the app that the agents use to set Case as a subtab of Contact. This adjustment optimizes the user interface by ensuring that when a case is opened, the associated contact record automatically appears as a subtab. This setup reduces the number of clicks needed to access relevant contact details, streamlining the workflow and saving time for agents. This method leverages the Salesforce Lightning Experience's capability to configure tab settings and navigation rules, enhancing the user experience and efficiency.

NEW QUESTION # 41

Universal Containers (UC) has a service report requirement to provide a snapshot of customers, including the service products they are using, case reason, and priority, Which dashboard in Service Analytics should UC use? Sidebar-By

- A. Customer
- B. Open Cases
- C. Account Profile

Answer: C

Explanation:

For Universal Containers, the "Account Profile" dashboard in Service Analytics is the most suitable choice. This dashboard provides a comprehensive snapshot of customers, including details on the service products they are using, case reasons, and priority. It is specifically designed to consolidate customer-related information, making it an ideal solution for UC's reporting needs.

NEW QUESTION # 42

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