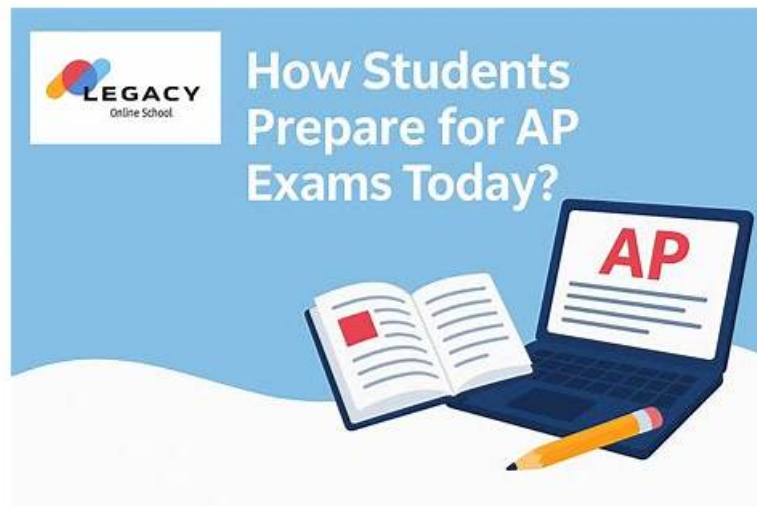


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Salesforce Contact Center Accredited Professional Sample Questions (Q146-Q151):

NEW QUESTION # 146

Your customer wants to offer phone and email support during business hours only, while offering chat support 24/7. Which channel support requirement best aligns with this need?

- A. Set automatic case deflection rules for common issues on chat after business hours.
- B. Implement a third-party chat solution with 24/7 availability integration.
- C. Utilize dynamic agent availability and presence routing across all channels.
- **D. Configure separate queues for each channel with specific business hours.**

Answer: D

Explanation:

Configuring separate queues for each support channel with designated business hours allows for tailored management of availability per service requirement. This setup enables organizations to offer phone and email support during standard business hours and continuous chat support around the clock. Each queue can have its unique operational hours and staffing strategies, ensuring that resources are aligned with customer expectations and demand for each communication channel.

NEW QUESTION # 147

Your customer wants to measure the success of the implementation in terms of business impact. Which key performance indicators (KPIs) are most relevant?

- A. Cost savings achieved through operational efficiency and reduced call volume.
- B. Number of cases resolved, average handle time, and agent productivity metrics.
- C. All of the above, providing a holistic view of Contact Center impact on business goals.
- D. Customer satisfaction scores, net promoter score (NPS), and customer retention rates.

Answer: C

Explanation:

To measure the success of a Contact Center implementation in terms of business impact, a holistic approach that considers various KPIs is essential. These should include operational metrics like the number of cases resolved and average handle time, customer-centric metrics such as customer satisfaction scores and NPS, and financial metrics like cost savings from operational efficiencies. Thus, "D. All of the above, providing a holistic view of Contact Center impact on business goals" covers the range of indicators necessary to fully evaluate the success and impact of the implementation.

Reference: Salesforce KPIs for Contact Centers

NEW QUESTION # 148

Your scenario involves transitioning to a new self-service portal for customers. Which cut-over requirement helps ensure successful user adoption and engagement?

- A. Conducting user testing and gathering feedback on the portal's usability and accessibility.
- B. All of the above, contributing to a positive user experience and encouraging customer adoption of the new portal.
- C. Implementing robust search functionalities and user-friendly navigation within the new self-service portal.
- D. Launching awareness campaigns and providing clear guidance on how to use the new self-service portal.

Answer: B

Explanation:

Ensuring successful user adoption and engagement with a new self-service portal involves a comprehensive strategy:

A: Implementing robust search functionalities and user-friendly navigation makes the portal easy to use and helps customers find the information they need quickly.

B: Conducting user testing and gathering feedback allows for refining the portal based on real user experiences and preferences.

C: Launching awareness campaigns and providing clear guidance ensures that customers are aware of the new portal and understand how to use it effectively.

Combining these elements fosters a positive user experience, which is crucial for encouraging adoption and engagement.

NEW QUESTION # 149

Ursa Major Solar (UMS) wants to offer the new Messaging for Web channel on its Azure based Experience Cloud site. However, UMS wants authenticated users to go directly to an agent and guest users to be connected with an Einstein Bot.

How should a consultant suggest UMS configure its Experience Cloud site to support this?

- A. Create a Page Variation for each page where the chat is offered one for authenticated one for guest users to alter the routing destination
- B. Pass in the User ID field as a hidden pre-chat field and check the vice of that le Channel flow to determine the routing destination
- C. Use conditional visibility on the Embedded Messaging component to show one for the users and one for guest users to alter the routing destination

Answer: B

Explanation:

To differentiate the chat routing for authenticated and guest users on an Experience Cloud site, using the Embedded Messaging component with conditional visibility settings based on user status is effective. However, passing the User ID as a hidden pre-chat field and using that value in an Omni-Channel flow to determine the routing destination offers a more seamless and automated approach. This setup ensures that authenticated users can bypass initial bot interactions and directly connect with an agent, while guest users start their interaction with an Einstein Bot.

Reference: Salesforce Omni-Channel Routing

NEW QUESTION # 150

The company's primary goal is to improve customer satisfaction. Which KPI best aligns with this objective?

- A. First Contact Resolution (FCR) Rate
- B. Net Promoter Score (NPS)
- C. Customer Satisfaction (CSAT) Score
- D. Average Contact Handle Time (AHT)

Answer: C

Explanation:

The Customer Satisfaction (CSAT) Score is the key performance indicator (KPI) that best aligns with the objective of improving customer satisfaction. CSAT directly measures the degree of satisfaction customers feel with a service or product, usually gathered through post-interaction surveys asking customers to rate their experience. It provides clear insights into how satisfied customers are, which is directly linked to the company's goal of improving customer satisfaction.

NEW QUESTION # 151

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