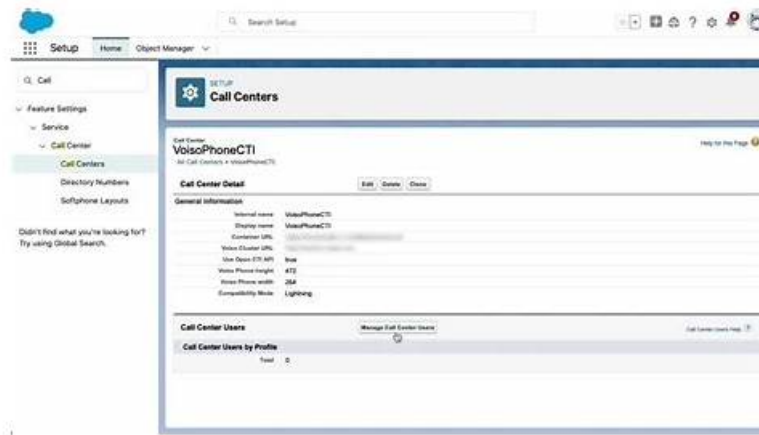


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Salesforce Contact Center Accredited Professional Sample Questions (Q113-Q118):

NEW QUESTION # 113

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. Account Profile
- B. Customer

- C. Open Cases

Answer: A

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.

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

NEW QUESTION # 114

The environments that should have a two-way deployment connection in this scenario are Test Sandbox and Production Org.

Which requirement needs to be met to perform a quick deployment for change sets or Metadata API components without testing the full deployment?

- A. Components have been validated successful for the target event within least 70 days
- **B. Each class and trigger that was deployed is covered by at least 75% jointly**
- C. Tests in the org or al local tests are run and Apex trigger have some coverage

Answer: B

Explanation:

To perform a quick deployment for change sets or Metadata API components without testing the full deployment, it is required that each class and trigger that was previously deployed is covered by at least 75% joint test coverage. This ensures that the majority of the code being deployed has been sufficiently tested to maintain functionality and stability in the production environment.

Reference: Salesforce Deployment Considerations

NEW QUESTION # 115

You need to share Contact Center metrics with external stakeholders. Which feature facilitates secure and controlled data sharing?

- A. Exporting reports and dashboards for external access via email or file sharing platforms.
- **B. All of the above, depending on the security requirements, desired level of control, and complexity of data access needs.**
- C. Salesforce Sharing Settings granting specific access levels to external users for relevant dashboards and reports.
- D. Custom Apex development for building secure data sharing portals with granular access controls.

Answer: B

Explanation:

Reference: Salesforce Data Sharing and Security

NEW QUESTION # 116

The customer wants to automatically route cases based on language skills and expertise. Which feature facilitates this?

- **A. Skill-Based Routing**
- B. Entitlements
- C. Omni-Channel Presence
- D. Routing Rules

Answer: A

Explanation:

Skill-Based Routing is the feature that best facilitates the automatic routing of cases based on language skills and expertise. This feature allows the contact center system to match incoming cases with agents who have the specific skills and expertise needed to handle those cases effectively. By ensuring that cases are directed to the most appropriately skilled agents, skill-based routing

enhances efficiency, improves resolution times, and increases customer satisfaction.

NEW QUESTION # 117

Your project requires migrating custom objects and their associated data. Which data preparation step helps maintain field-level validation rules and triggers?

- A. All of the above, ensuring comprehensive migration and consistent application of data integrity controls for custom objects.
- B. Exporting custom objects and data along with associated validation rules and trigger definitions for import into the new system.
- C. Configuring the new system to automatically recognize and apply existing field-level validation rules and triggers during data migration.
- D. Manually reviewing and verifying the accuracy and functionality of imported validation rules and triggers after data migration.

Answer: A

Explanation:

Reference: Salesforce Custom Objects and Data Integrity

NEW QUESTION # 118

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