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Salesforce Contact Center Accredited Professional Sample Questions (Q60-Q65):

NEW QUESTION # 60
The customer wants to prioritize cases based on customer loyalty and contract value. Which case management requirement should be considered?

- A. Configure case fields to capture customer tier and contract details for manual prioritization.
- B. Utilize Entitlements to define service level agreements (SLAs) and prioritize cases based on entitlement levels.
- C. Develop custom formulas to calculate customer loyalty and contract value score.
- D. Implement automated case escalation rules based on pre-defined loyalty and contract value thresholds.

Answer: D

Explanation:
Implementing automated case escalation rules based on pre-defined loyalty and contract value thresholds is the most effective way to prioritize cases. This approach uses automation to ensure that high-value customers receive the attention they require promptly, without manual intervention, thus improving efficiency and customer satisfaction.
Reference: Salesforce Automation for Case Escalation

NEW QUESTION # 61
Universal Containers (UC) has been working on a Digital Engagement
implementation C requires minimal customization efforts and, therefore, has decided to go with change a deployments. UC's current
environments are listed below.
* Production Org
* Test Sandbox
* Developer Sandbox
Which environments should have a two-way deployment connection in this
scenario

- A. Test Sandbox and Developer Sandbox
- B. Developer Sandbox and Production
- C. Production Ong and Test Sandbox

Answer: C

Explanation:
For Universal Containers implementing Digital Engagement with minimal customization and focusing on change deployments, the
two-way deployment connection should be between the Production Org and Test Sandbox. This setup allows for testing changes in
the Test Sandbox before deploying them to Production, and vice versa, facilitating safe, iterative updates and testing without affecting
the live environment directly.
Reference: Salesforce Deployment Best Practices

NEW QUESTION # 62
While the listed features each serve a purpose, the most suitable choice for Ursa Major Solar's goal of connecting customers with
subject-matter experts (SMEs) for real-time, detailed discussions is Experience Site with integrated Live Agent Chat or Messaging
for Web.
A consultant is preparing post-implementation training material for the agents and supervisors in an environment that uses Service
Cloud Voice with Amazon Connect. Supervisors need to track key performance indicators (KPIs), such as calls answered. average
handle time, and average speed to answer.
Where should the consultant point supervisors to track these KPIs?

- A. Omni Supervisor Console and Amazon Supervisor Dashboard
- B. Service Cloud Voice Analytics App and Omni Supervisor Console
- C. Service Cloud Voice Analytics App and Amazon Supervisor Dashboard

Answer: B

Explanation:
For supervisors needing to track key performance indicators (KPIs) such as calls answered, average handle time, and average
speed to answer in an environment using Service Cloud Voice with Amazon Connect, the optimal tools are the Service Cloud Voice
Analytics App and the Omni Supervisor Console. The Service Cloud Voice Analytics App provides detailed analytics and
visualizations specific to voice interactions, offering insights into call volumes, handle times, and service levels. The Omni Supervisor
Console complements this by offering real-time monitoring of agent activity and queue statistics, enabling supervisors to manage and
optimize agent productivity and response times effectively.

NEW QUESTION # 63
Your customer focuses on cost efficiency. How can future functionality contribute to cost reduction?

- A. Offer self-service options and chatbots to deflect simple inquiries and reduce call volume.
- B. Implement automated case categorization and routing to optimize agent utilization.
- C. Develop custom dashboards for detailed agent performance analysis and identify areas for improvement.
- D. All of the above, promoting operational efficiency and minimizing unnecessary resource usage.

Answer: D

Explanation:
Future functionalities that contribute to cost reduction encompass developing custom dashboards for agent performance analysis,

automating case categorization and routing, and offering self-service options along with chatbots. These strategies collectively enhance operational efficiency and reduce costs by optimizing resource utilization and deflecting routine inquiries, allowing agents to focus on more complex issues. Therefore, option "D. All of the above, promoting operational efficiency and minimizing unnecessary resource usage" encapsulates a holistic approach to reducing costs through technology.
Reference: Salesforce Automation with AI

NEW QUESTION # 64

You're migrating historical call recordings to Salesforce. Which storage option provides secure and scalable access?

- A. Salesforce Content Management System (CMS) for document and asset management.
- B. Salesforce Platform Events or Queues for real-time data streaming and storage.
- C. External cloud storage with Salesforce integration.
- D. File attachments within Salesforce case records.

Answer: C

Explanation:
When migrating historical call recordings, secure and scalable storage options are crucial. External cloud storage solutions, integrated with Salesforce, provide the best option for handling large volumes of data such as call recordings. These solutions offer scalability, security, and easy accessibility, which are necessary for effective data management within Salesforce environments. Thus, "B. External cloud storage with Salesforce integration" is the most suitable storage option for this purpose.
Reference: Salesforce Files and Content Management

NEW QUESTION # 65

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