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Below are the free 10 sample questions.

Question 1:

Your project requires migrating customer data with multiple language variations. Which data preparation step helps maintain language consistency and accuracy?

- A. Utilizing data validation rules to flag and correct inconsistencies in customer record language formats and character sets.
- B. Configuring the new system to recognize and handle different language formats and encoding standards for accurate import.
- C. Manually reviewing and verifying the language and character consistency of customer data before migration.
- D. All of the above, contributing to a seamless transition with accurate representation of multilingual customer data.

Answer: D

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Salesforce Salesforce-Contact-Center Exam Syllabus Topics:

Topic	Details
Topic 1	• Discovery: This section deals with a customer use case, and initiates interviews to delineate personas and stakeholders involved.
Topic 2	• 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 3	• 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 4	• 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.

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Salesforce Contact Center Accredited Professional Sample Questions (Q187-Q192):

NEW QUESTION # 187

The consultant should recommend UC configure the solution by setting up the organization 's default business hours and creating an escalation rule where the case matches the criteria associated with different business hours.

An administrator has activated Omni-Channel routing on a queue for the first time. However, agents are not seeing the work that was already in the queue What is the reason for the work that was already in the queue not being pushed to agents?

- A. The Apply to existing records in queue option was not selected.
- B. The type of work that was in the queue is not in the Selected Objects list on the queue under Supported Objects
- C. Records that exist in a queue prior to Omni-Channel routing activation will not be pushed to an agent.

Answer: C

Explanation:

When Omni-Channel routing is activated on a queue for the first time, existing records in that queue will not automatically be pushed to agents. This is because Omni-Channel only starts routing work items that arrive in the queue after its activation. Any work that was already in the queue prior to enabling Omni-Channel will need to be manually reassigned or triggered to enter the Omni-Channel routing process.

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

NEW QUESTION # 188

The release management plan needs to be adaptable to unforeseen changes or challenges. Which element facilitates flexibility and responsiveness?

- A. A collaborative work environment and open communication among stakeholders.
- B. Detailed and rigid schedule with no room for modifications or adjustments.
- C. Regular risk assessments and contingency plans for potential challenges and roadblocks.
- D. Clearly defined communication channels and escalation procedures for unforeseen issues.

Answer: A

Explanation:

Reference: Salesforce Change Management

NEW QUESTION # 189

Your design includes email auto-replies for initial case acknowledgements. Which tool facilitates automated responses?

- A. Process Builder sequences defining auto-reply steps and dynamic content insertion.
- B. Einstein Bots configured to send auto-replies and collect initial information from customers via email.
- C. Entitlement Email Templates configured with automatic responses based on service level agreements.
- D. Workflow Rules with email action steps triggered by case creation events.

Answer: D

Explanation:

For setting up automated responses such as email auto-replies for initial case acknowledgments, Workflow Rules with email action steps triggered by case creation events are highly effective. This tool allows you to configure specific conditions under which auto-replies are sent, ensuring that every new case receives an immediate acknowledgment. This functionality is essential for maintaining timely communication with customers and enhancing their service experience. Therefore, "A. Workflow Rules with email action steps

triggered by case creation events" is the most suitable tool for automating email responses in this context.
Reference: Salesforce Workflow and Approvals

NEW QUESTION # 190

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. All of the above, working together for dynamic case assignment and escalation based on context and urgency.**
- D. Process Builder sequences triggering automated case creation and assignment based on data triggers.

Answer: C

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 # 191

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. All of the above, working together for dynamic case assignment and escalation based on context and urgency.**
- D. Process Builder sequences triggering automated case creation and assignment based on data triggers.

Answer: C

Explanation:

Reference: Salesforce Documentation on Case Assignment and Escalation

NEW QUESTION # 192

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