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Salesforce Contact Center Accredited Professional Sample Questions (Q190-Q195):

NEW QUESTION # 190

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

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

Answer: C

Explanation:

Flexibility and responsiveness in a release management plan are critical for adapting to unforeseen changes and challenges. This requires not just detailed plans, but also the infrastructure to adapt such as clear communication channels, regular risk assessments, and a collaborative work environment. "D. A collaborative work environment and open communication among stakeholders" facilitates this adaptability by ensuring that all parties are engaged and can respond quickly to any necessary changes or adjustments.

Reference: Salesforce Change Management

NEW QUESTION # 191

The company aims to reduce operational costs. Which KPI is most relevant to track their progress?

- A. Employee Turnover Rate
- **B. Average Cost per Case (CPAC)**
- C. Agent Resolution Rate
- D. Customer Acquisition Cost (CAC)

Answer: B

Explanation:

The Average Cost per Case (CPAC) is the most relevant KPI for tracking progress in reducing operational costs within a contact center. This metric provides a clear measurement of the cost associated with resolving each customer case, taking into account all resources utilized in the process. Monitoring and optimizing CPAC can help a company identify areas where efficiencies can be improved, thus directly contributing to the reduction of operational costs.

NEW QUESTION # 192

The company wants to track agent performance and identify areas for improvement. Which KPI is most effective?

- **A. Customer Satisfaction (CSAT) Score**
- B. Case Resolution Rate
- C. Number of Resolved Cases
- D. Average Contact Handle Time (AHT)

Answer: A

Explanation:

To track agent performance and identify areas for improvement effectively, monitoring the Customer Satisfaction (CSAT) Score is highly effective. CSAT measures how satisfied customers are with the service they received, providing direct feedback on agent performance and the overall customer service experience. This KPI is critical for understanding the quality of interactions handled by agents and identifying specific areas where agents might need additional training or resources. Hence, "A. Customer Satisfaction (CSAT) Score" is the most appropriate KPI for this purpose.

Reference: Salesforce Blog on Customer Satisfaction

NEW QUESTION # 193

Your design outlines automated case escalation based on criteria

a. Which tool facilitates rule-based escalation?

- A. Custom Apex code defining escalation logic and actions.
- **B. Both (b) and (c), offering flexible options for automated case escalation based on rules.**
- C. Escalation Rules with conditions based on case priority, time to resolution, and other metrics.
- D. Workflow Rules triggering notifications to supervisors based on pre-set escalation criteria.

Answer: B

Explanation:

Automated case escalation is effectively managed using both Escalation Rules and Workflow Rules: B. Escalation Rules enable automatic case escalation based on criteria like case priority and time to resolution. C. Workflow Rules can be used to trigger additional actions, such as notifications to supervisors, when specific escalation criteria are met. These tools work in concert to ensure timely responses to critical cases and maintain service levels.

NEW QUESTION # 194

Your scenario involves deploying a new outbound calling feature for targeted campaigns. Which cut-over requirement helps mitigate compliance risks?

- A. Implementing recording and call monitoring functionalities for compliance audits and quality control.
- B. Ensuring proper opt-in mechanisms and customer consent management for outbound calls.
- **C. All of the above, contributing to a compliant and responsible outbound calling operation.**
- D. Verifying agent training on call scripts and adherence to regulatory requirements.

Answer: C

Explanation:

Mitigating compliance risks in outbound calling involves multiple considerations:

A: Verifying agent training on call scripts ensures adherence to regulatory requirements.

B: Ensuring proper opt-in mechanisms and management of customer consent guards against violations.

C: Implementing recording and monitoring functionalities aids in compliance audits and quality control.

Collectively, these measures foster a compliant approach to managing outbound calls, reducing risk and enhancing accountability.

NEW QUESTION # 195

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