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Salesforce Contact Center Accredited Professional Questions and Answers | New 2025/2026 Update | With Complete Solutions

Connect Every Channel on One Platform

Unify phone support with self-service and messaging to deliver effortless service and lower costs

with:

- Service Cloud Voice.
- Digital Engagement.
- Self-Service.

Scale Every Interaction with Intelligence and Automation

Empower your customer to do more with less using AI-powered bots, intelligent

recommendations, and automated routing with:

- Bots.
- Automation.
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Personalize Every Conversation with Real-Time Data

Harness data in real-time to humanize interactions and increase satisfaction with continuous

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Salesforce Salesforce-Contact-Center Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Discovery: This section deals with a customer use case, and initiates interviews to delineate personas and stakeholders involved.

Topic 2	<ul style="list-style-type: none"> • 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.
Topic 3	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Deploy: Discern the suitable deployment process pertinent to the Contact Center. Subsequently, document channel-specific cut-over requirements based on the feature configurations provided.

>> **Salesforce-Contact-Center New Practice Materials** <<

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Salesforce Contact Center Accredited Professional Sample Questions (Q53-Q58):

NEW QUESTION # 53

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. Configure separate queues for each channel with specific 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. Set automatic case deflection rules for common issues on chat after business hours.

Answer: A

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.

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

NEW QUESTION # 54

You're deploying a new social media listening tool for proactive customer engagement. Which cut-over requirement helps prevent unnecessary escalation and prioritize genuine concerns?

- A. Defining clear criteria for identifying escalable issues and sentiment analysis within social media conversations.
- B. Training agents on using the social media listening tool to effectively engage with customers and address concerns.
- C. Configuring automated notifications and alerts for high-priority mentions and potentially escalating trends.
- **D. All of the above, contributing to a proactive and efficient approach to managing customer sentiment on social media.**

Answer: D

Explanation:

Deploying a new social media listening tool involves several critical requirements to ensure effective customer engagement and

prioritization of concerns. Defining criteria for escalable issues ensures only relevant matters are escalated. Configuring automated notifications for high-priority mentions ensures timely responses to critical engagements. Training agents on the effective use of the tool enhances their ability to engage appropriately. Therefore, "D. All of the above, contributing to a proactive and efficient approach to managing customer sentiment on social media" provides a comprehensive strategy for effective social media listening and interaction.

Reference: Salesforce Social Studio

NEW QUESTION # 55

The customer requires advanced customization for specific workflows. What is the best approach?

- A. Custom Apex coding
- B. Salesforce Flow
- C. Third-party development
- D. Out-of-the-box configuration

Answer: A

Explanation:

Reference: Salesforce Developers on Apex

NEW QUESTION # 56

The customer wants to track metrics across different case types and channels. Which reporting element helps with data standardization and analysis?

- A. Develop custom reports with unique data models for each case type and channel.
- B. Implement separate dashboards for each channel and case type with customized metrics.
- C. Utilize standard case fields and reporting tools to categorize and analyze data across the board.
- D. Employ third-party analytics tools with independent data structures and visualizations.

Answer: C

Explanation:

Standardizing data across different case types and channels can be efficiently managed using Salesforce's built-in case fields and reporting tools. This allows for consistent categorization and analysis of data, enhancing the ability to track and compare metrics seamlessly across the organization. Option "B. Utilize standard case fields and reporting tools to categorize and analyze data across the board" best fits this need, as it utilizes the robust native functionalities of Salesforce for comprehensive data analysis and reporting.

Reference: Salesforce Documentation on Reports and Dashboards

NEW QUESTION # 57

Your project requires migrating knowledge base articles. Which data preparation step helps maintain internal links and formatting within articles?

- A. Exporting articles in a compatible format that preserves formatting and internal links for import into the new system.
- B. Utilizing data transformation tools to automatically convert and adapt article formats for the new knowledge base platform.
- C. All of the above, depending on the capabilities of the existing and new knowledge base systems for handling formatting and links.
- D. Manually reviewing and adjusting internal links and formatting within each article before migration.

Answer: C

Explanation:

Maintaining internal links and formatting when migrating knowledge base articles requires careful preparation. Exporting articles in formats that preserve these elements ensures they are retained during the migration. Manually reviewing articles allows for adjustments to links and formatting that may not automatically transfer correctly. Data transformation tools can automate some adjustments, adapting articles to the new system's requirements. Thus, "D. All of the above, depending on the capabilities of the existing and new knowledge base systems for handling formatting and links" provides a comprehensive strategy for effectively maintaining article integrity during migration.

NEW QUESTION # 58

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