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Salesforce Contact Center Accredited Professional Sample Questions (Q19-Q24):

NEW QUESTION # 19

Your deployment involves migrating historical case data.

a. Which data preparation step helps maintain case history and audit trails accurately?

- A. Configuring the new system to preserve chronological order and timestamps associated with historical case events.
- B. Testing case history access and audit trail functionality to verify accurate retrieval and display of historical information.
- C. All of the above, contributing to a complete and accessible migration of historical case data with preserved context and audit trails.
- D. Transferring all available case data, including comments, attachments, and activity logs, during the migration process.

Answer: C

Explanation:

Maintaining case history and audit trails accurately during a migration process involves several crucial steps:

A: Transferring all available case data, including comments, attachments, and activity logs, ensures that no historical data is lost.

B: Configuring the new system to preserve chronological order and timestamps of historical case events maintains the integrity of the case timeline.

C: Testing case history access and audit trail functionality ensures that all historical information is retrievable and accurately displayed post-migration.

These steps collectively ensure that historical case data is migrated completely and remains accessible and contextually intact in the new system.

NEW QUESTION # 20

Validating Contact Center metrics involves verifying data accuracy and interpretation. Which tool helps with data quality checks?

- A. Salesforce Data Loader for bulk data imports and basic field validation.
- B. Data Quality Rules within Salesforce highlighting missing information and formatting inconsistencies.
- C. All of the above, offering various options for ensuring data quality and reliable metric interpretation.
- D. Einstein Anomaly Detection identifying unusual patterns and potential data inaccuracies within metrics.

Answer: C

Explanation:

Validating data quality and the accuracy of Contact Center metrics involves multiple tools and approaches:

A: Salesforce Data Loader can be used for bulk data imports and performing basic field validations.

B: Data Quality Rules help highlight missing information and formatting inconsistencies within Salesforce.

C: Einstein Anomaly Detection tools identify unusual patterns that may indicate data inaccuracies.

Employing these tools collectively enhances the reliability of data and the accuracy of metric interpretation across the Contact Center.

NEW QUESTION # 21

Validating business processes involves testing workflows and flow logic. Which tool helps with this?

- A. Monitoring case history and chat transcripts within Salesforce to review process actions and outcomes.
- B. Conducting user testing sessions with agents to gather feedback on the process experience and effectiveness.
- C. Utilizing Flow Debugger tool to visualize execution steps, identify errors, and optimize flow processes.
- D. All of the above, offering complementary perspectives for analyzing and refining business process functionality.

Answer: D

Explanation:

Validating business processes requires a multi-faceted approach. Monitoring case history and chat transcripts provides insights into process outcomes, Flow Debugger helps identify errors and optimize processes during testing, and user testing sessions collect qualitative feedback from end-users. Therefore, "D. All of the above, offering complementary perspectives for analyzing and refining business process functionality" encompasses all necessary methods to ensure comprehensive testing and validation of business processes.

Reference: Salesforce Flow Debugger

NEW QUESTION # 22

Validating messaging channel functionality involves testing message delivery and content accuracy. Which tool helps with this?

- A. Conducting user testing sessions with real customers to gather feedback on the messaging experience and content clarity.
- B. Utilizing third-party testing tools like Twilio Sandbox or MessageBird to send test messages and verify delivery.
- C. Monitoring chat logs and transcripts within Salesforce to review message content and delivery status.
- **D. All of the above, offering a comprehensive approach to validate message delivery, content accuracy, and user experience.**

Answer: D

Explanation:

Validating messaging channel functionality effectively requires a combination of different tools and methods. Monitoring chat logs and transcripts within Salesforce provides direct insight into message content and delivery status. Third-party testing tools like Twilio Sandbox or MessageBird offer environments to test message delivery and functionality under controlled conditions. Conducting user testing sessions with real customers gathers valuable feedback on the actual messaging experience and content clarity. Therefore, "D. All of the above, offering a comprehensive approach to validate message delivery, content accuracy, and user experience" covers all necessary aspects for thorough validation.

Reference: Salesforce Messaging

NEW QUESTION # 23

Universal Containers plans on notifying its customers with an automated outbound SMS message every time a package gets shipped out and when it arrives.

How should an administrator provision the phone number to support this functionality?

- A. Provision a toll free phone number at least 8 weeks before go live
- B. Provision a short code phone number at least 8 weeks before go live
- **C. Provision a long code phone number on least 2 weeks before go live**

Answer: C

Explanation:

For notifying customers with automated outbound SMS messages, provisioning a phone number well in advance is essential. A long code phone number, which is typically a regular 10-digit phone number, is suitable for such notifications and generally requires at least 2 weeks to provision. This allows sufficient time for setup and testing before going live. Therefore, "C. Provision a long code phone number at least 2 weeks before go live" is the correct step for supporting this functionality effectively.

Reference: Salesforce SMS Implementation Guide

NEW QUESTION # 24

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