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## Latest AP-226 Practice Questions, AP-226 Valid Dumps Ppt

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## Salesforce Contact Center Accredited Professional Sample Questions (Q41-Q46):

### NEW QUESTION # 41

The customer needs flexibility for future modifications to workflows and processes. Which design approach promotes maintainability?

- A. Utilize external applications and extensive third-party integrations for various functionalities.

- B. Develop complex custom code for every functionality to achieve specific needs.
- C. Design rigid workflows with limited room for future adjustments or customizations.
- D. Leverage standard Salesforce features like Process Builder and Flow for visual workflow creation.

**Answer: D**

Explanation:

Salesforce promotes using standard features for flexibility and ease of maintenance. Using tools like Process Builder and Flow allows businesses to visually create, understand, and modify workflows without the need for complex code. This approach supports maintainability as modifications can be made easily by administrative staff rather than requiring developer intervention each time, which aligns with option "B. Leverage standard Salesforce features like Process Builder and Flow for visual workflow creation."

Reference: Salesforce Documentation on Process Builder

#### NEW QUESTION # 42

The customer requests a single view of customer interactions across all channels. Which Salesforce feature best addresses this need?

- A. Implement the Customer Community for forum discussions and support ticket submission.
- B. Configure a Knowledge Base with searchable articles and FAQs for self-service options.
- C. Integrate Salesforce with a Customer Relationship Management (CRM) system for a combined customer profile.
- D. Utilize Omni-Channel Routing to unify case routing and agent availability across channels.

**Answer: D**

Explanation:

Omni-Channel Routing in Salesforce provides a unified view of customer interactions across all channels by efficiently managing case routing and tracking agent availability. This feature ensures that all customer interactions, whether through email, phone, chat, or social media, are visible and manageable in a single console, thus enhancing the ability to provide consistent and informed customer service. Therefore, "A. Utilize Omni-Channel Routing to unify case routing and agent availability across channels" is the best option for achieving a single view of customer interactions across various communication platforms.

Reference: Salesforce Omni-Channel Routing

#### NEW QUESTION # 43

Based on the scenario and considering regulatory limitations, the most suitable messaging channel for Ursa Major Solar (UMS) to proactively initiate conversations with previous contact center customers is Messaging for Web.

An insurance company handles a large volume of cases every year. The companies communicate with the customer and other third parties through related cases and the same customer issue. Currently, they find it confusing to follow the case as it appears from different people and channels.

What should a consultant utilize to design a solution so the common is easier to follow, but still relatable to the original customer case?

- A. Case Comments
- B. Chatter
- C. Case Hierarchy

**Answer: C**

Explanation:

To manage a large volume of cases and the associated communication threads effectively, the consultant should implement a Case Hierarchy. Case Hierarchy allows the organization to link related cases, making it easier to track all communication concerning a customer issue across different cases and channels. This structure helps in maintaining a clear and organized overview of the case progression, facilitating easier follow-up and resolution. Case Hierarchy is particularly beneficial in environments where cases often involve multiple interactions over a range of related issues.

#### NEW QUESTION # 44

You need to configure reporting for bot performance analysis. Which metric best reflects customer satisfaction with the bot experience?

- A. Customer satisfaction ratings and feedback specifically gathered about the bot experience.

- B. Number of chat sessions handled by the bot versus live agents.
- C. Rate of successful resolutions achieved through bot interactions alone.
- D. Average conversation length and time spent interacting with the bot.

**Answer: A**

Explanation:

To effectively gauge customer satisfaction with bot interactions, measuring customer satisfaction ratings and collecting specific feedback about the bot experience is essential. This metric directly reflects how customers perceive the effectiveness, efficiency, and overall experience of interacting with the bot, providing clear insights into areas of success and opportunities for improvement.

#### **NEW QUESTION # 45**

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

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

**Answer: A**

Explanation:

Maintaining language consistency and accuracy during customer data migration involves various steps: A. Data validation rules ensure that inconsistencies in language formats and character sets are flagged and corrected.

B: Configuring the system to handle different language formats and encoding standards is crucial for accurate data import.

C: Manual review of language and character consistency helps verify the accuracy before migration.

Employing these measures ensures that multilingual customer data is accurately represented in the new system, enhancing data integrity and usability.

#### **NEW QUESTION # 46**

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