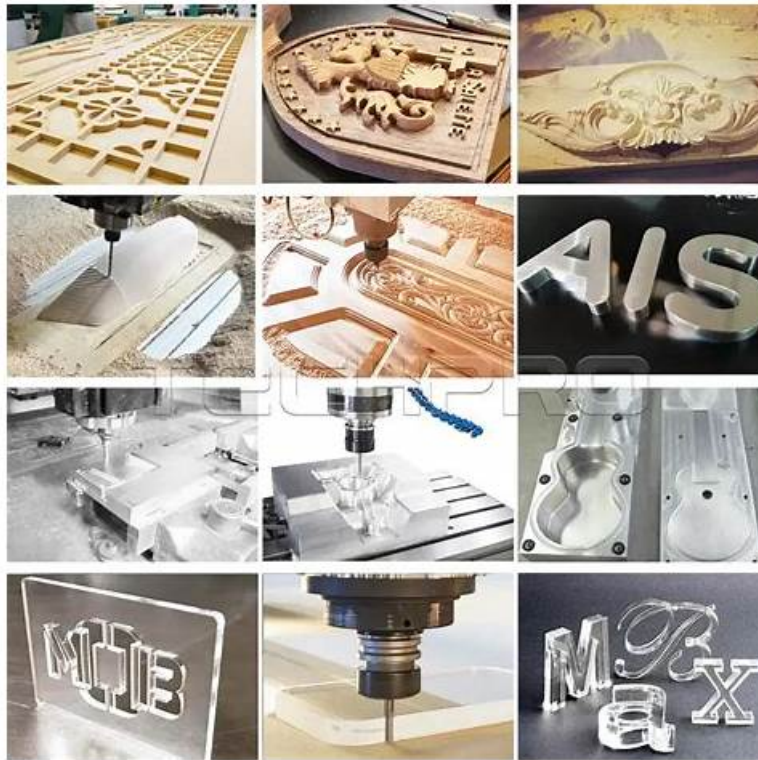


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Salesforce Contact Center Accredited Professional Sample Questions (Q39-Q44):

NEW QUESTION # 39

Validating email functionality involves testing delivery and content accuracy. Which tool helps with email address verification?

- A. Salesforce Reports with filters to identify cases with invalid email addresses.
- B. Einstein Validation Service for real-time email address verification during data entry.

- C. Salesforce Sandbox environment for sending test emails and verifying recipient details.
- D. Data Loader functionality for bulk email address validation against external databases.

Answer: C

Explanation:

The Salesforce Sandbox environment is the ideal tool for validating email functionality. It allows for the sending of test emails to verify both the delivery and the accuracy of content, including the proper functioning of merge fields and the correctness of recipient details, without affecting live data.

NEW QUESTION # 40

You're deploying a new escalation rule for voice calls in Omni-Channel. Which channel-specific cut-over requirement ensures timely intervention for high-priority calls?

- A. Defining clear criteria for call escalation based on urgency and wait times.
- B. All of the above, contributing to a robust and effective escalation process for voice calls within Omni-Channel.
- C. Configuring the rule to trigger automatic notifications and case creation for escalated calls.
- D. Testing the escalation rule functionality with test calls and dummy scenarios before deployment.

Answer: B

Explanation:

Ensuring timely intervention for high-priority voice calls involves multiple strategies:

A: Configuring the rule to trigger automatic notifications and case creation helps immediately alert relevant parties when a call meets escalation criteria.

B: Testing the escalation rule functionality with test calls and dummy scenarios ensures the rule works correctly under various conditions before going live.

C: Defining clear criteria for call escalation based on urgency and wait times ensures that high-priority calls are identified and escalated appropriately.

Implementing these measures together establishes a robust and effective process for managing escalated calls within Omni-Channel.

NEW QUESTION # 41

The customer needs ongoing support and training for their new system. Which Salesforce resource is most valuable?

- A. Release Notes
- B. Premier Support
- C. Trailhead

Answer: B

Explanation:

For ongoing support and training for a new system, Salesforce Premier Support is the most valuable resource. Premier Support provides additional services beyond standard support, including 24/7 assistance, access to expert coaching, accelerated response times, and more. This level of support is particularly beneficial for organizations that need extensive help and rapid resolution of issues as they adapt to and evolve with their new Salesforce system.

Reference: Salesforce Premier Support

NEW QUESTION # 42

Your scenario involves transitioning to a new self-service portal for customers. Which cut-over requirement helps ensure successful user adoption and engagement?

- A. Launching awareness campaigns and providing clear guidance on how to use the new self-service portal.
- B. All of the above, contributing to a positive user experience and encouraging customer adoption of the new portal.
- C. Implementing robust search functionalities and user-friendly navigation within the new self-service portal.
- D. Conducting user testing and gathering feedback on the portal's usability and accessibility.

Answer: B

Explanation:

Ensuring successful user adoption and engagement with a new self-service portal involves a comprehensive strategy:

A: Implementing robust search functionalities and user-friendly navigation makes the portal easy to use and helps customers find the information they need quickly.

B: Conducting user testing and gathering feedback allows for refining the portal based on real user experiences and preferences.

C: Launching awareness campaigns and providing clear guidance ensures that customers are aware of the new portal and understand how to use it effectively.

Combining these elements fosters a positive user experience, which is crucial for encouraging adoption and engagement.

NEW QUESTION # 43

You're validating performance requirements for the deployed system. Which tool helps assess system responsiveness and handle load testing?

- A. Utilizing performance testing tools to simulate user activity and analyze response times, throughput, and stability under load.
- B. Monitoring agent feedback and user experience reports for any performance issues or service delays after deployment.
- C. Analyzing system logs and resource utilization data to identify performance bottlenecks and resource constraints.
- **D. All of the above, providing a holistic view of system performance and adherence to defined responsiveness and load handling requirements.**

Answer: D

Explanation:

Assessing system performance and responsiveness involves various tools and approaches:

A: Analyzing system logs and resource utilization data helps identify performance bottlenecks.

B: Utilizing performance testing tools to simulate user activity enables evaluation of system response times and stability under various load conditions.

C: Monitoring agent feedback and user experience reports provides insights into real-world performance issues post-deployment. These combined approaches offer a comprehensive evaluation of the system's performance, ensuring it meets the required standards for responsiveness and load handling.

NEW QUESTION # 44

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