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Salesforce Contact Center Accredited Professional Sample Questions (Q33-Q38):

NEW QUESTION # 33

The company desires to enhance first-contact resolution rate. Which KPI should be closely monitored?

- A. Number of Escalated Cases
- **B. First Contact Resolution (FCR) Rate**
- C. Agent Average AHT
- D. Customer Effort Score (CES)

Answer: B

Explanation:

To enhance the first-contact resolution rate, the most direct and relevant KPI to monitor is the First Contact Resolution (FCR) Rate itself. FCR measures the percentage of customer inquiries that are resolved during the first interaction with the customer, without the need for follow-up or escalation. Monitoring this KPI closely helps to assess the effectiveness of the contact center in resolving issues promptly and efficiently, making "C. First Contact Resolution (FCR) Rate" the correct answer.

Reference: Salesforce Documentation on Service Cloud Metrics

NEW QUESTION # 34

You need to configure chatbots for different purposes within the Contact Center. Which platform offers the most flexibility?

- A. Einstein Bots with pre-built templates and AI capabilities for various customer service scenarios.
- B. Dialogflow and similar third-party chatbot platforms integrated with Salesforce.
- C. Flow Builder with drag-and-drop interface for designing chatbot conversations and logic flow.
- **D. All of the above, providing options for diverse bot functionalities and integration flexibility.**

Answer: D

Explanation:

Configuring chatbots for varied purposes in the Contact Center can be effectively supported by a variety of platforms. Einstein Bots offer AI-driven capabilities and pre-built templates suited for customer service. Flow Builder provides a flexible, drag-and-drop interface for custom chatbot design. Third-party platforms like Dialogflow offer advanced customization and integration capabilities. Therefore, "D. All of the above, providing options for diverse bot functionalities and integration flexibility" is the best answer, as it encompasses the broadest range of tools for building and customizing chatbots within Salesforce.

Reference: Salesforce Einstein Bots

NEW QUESTION # 35

The company prioritizes increasing online self-service adoption. Which KPI would effectively measure this?

- A. Number of Knowledge Base Articles Viewed
- B. Web Chat Engagement Rate
- **C. Case Volume Deflection Rate**
- D. Customer Effort Score (CES)

Answer: C

Explanation:

The Case Volume Deflection Rate is the key performance indicator that would effectively measure the success of increasing online self-service adoption. This KPI calculates the percentage of potential cases that are deflected through self-service channels such as FAQs, knowledge base articles, and automated chatbots, indicating how well these tools are serving customers' needs without

requiring direct agent involvement. It is an effective measure of self-service adoption and efficiency.

NEW QUESTION # 36

The most standard metric a consultant should focus on improving to reduce cost per case in the contact center is Average Handle Time (AHT).

Ursa Major Solar is advised by a consultant to utilize Continuous Integration (CI) during its Contact Center implementation project. However, some of the stakeholders are not familiar with it and are questioning the benefits it yields.

What should the consultant outline as the advantage of a CI process to the customer?

- A. Ensures application quality before any corrupt change can get into the Source..
- B. Organizes source development into package directories
- C. Creates and deletes package versions in each testing environment

Answer: A

Explanation:

The primary advantage of a Continuous Integration (CI) process in the context of a Contact Center implementation project is that it ensures application quality before any corrupt change can get into the source. CI involves automatically testing any changes made to the application codebase as soon as they are submitted. This allows for immediate feedback on the impact of new changes, ensuring that errors are caught early and can be addressed before they affect the main branch or end-users. CI supports a stable development environment, promotes more frequent code releases, and maintains high quality and reliability of the application, which are crucial in a dynamic customer service environment.

Reference: <https://developer.salesforce.com/>

NEW QUESTION # 37

Universal Containers (UC) has a service report requirement to provide a snapshot of customers, including the service products they are using, case reason, and priority, Which dashboard in Service Analytics should UC use? Sidebar-By

- A. Open Cases
- B. Customer
- C. Account Profile

Answer: C

Explanation:

For Universal Containers, the "Account Profile" dashboard in Service Analytics is the most suitable choice. This dashboard provides a comprehensive snapshot of customers, including details on the service products they are using, case reasons, and priority. It is specifically designed to consolidate customer-related information, making it an ideal solution for UC's reporting needs.

NEW QUESTION # 38

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