

Latest Salesforce-Contact-Center Exam Questions Vce & Salesforce-Contact-Center Exam Cram Review

VCE Practice Questions with Correct Answers (Complete Solutions 2023)

What are the five sensing terms? Correct Answer Doubtful, Lost, Over, Short, Target D-LOST

What is the maximum number of targets that will be presented to an MMG platform? Correct Answer 2

Which one of the following is not a key component of threat based methodology? Correct Answer Ammunition Type

Which prerequisite should the primary evaluator meet prior to evaluating live fire gunnery? Correct Answer Be a Sergeant or above

Which of the following is not a command of execution? Correct Answer Firing

What is the eighth element in a fire command? Correct Answer Execution

MMG targets will be presented for a maximum of how many seconds in the offense? Correct Answer 50 seconds

When does time start for an offensive engagement? Correct Answer When all target(s) in the initial presentation are fully locked or first round is fired

the firer or Vehicle Commander must announce a sensing before what? Correct Answer Any Subsequent fire command
Any supplemental fire command
Terminating the engagement
ALL OF THE ABOVE

Which is not a determining factor for target prioritization when multiple targets of the same threat level are encountered? Correct Answer Engage Far targets before near targets

All targets must be presented to the firer with a minimum of how much target visibility throughout the engagement? Correct Answer 90%

Initial defilade is provided in the defense for all crews when which of the following conditions are met? Correct Answer The crew is properly positioned in their defensive firing position
All targets are in the presentation are locked
The crew has not engaged any targets currently presented
ALL OF THE ABOVE

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Salesforce Salesforce-Contact-Center Exam Syllabus Topics:

| Topic | Details |
|---------|--|
| Topic 1 | <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 2 | <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 3 | <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 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. |

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Salesforce Contact Center Accredited Professional Sample Questions (Q196-Q201):

NEW QUESTION # 196

Your data includes sensitive customer information. Which security mechanism protects data during migration?

- A. All of the above, forming a multi-layered approach to data security during and after migration.
- B. User permissions and field-level security restricting access to sensitive data within Salesforce.
- C. Data anonymization or pseudonymization masking sensitive information during migration and storage.
- D. Data encryption at rest and in transit via SSL/TLS protocols.

Answer: A

Explanation:

Ensuring the security of sensitive customer data during migration requires a multi-layered approach. Data encryption both at rest and in transit, via SSL/TLS protocols, ensures the data is protected against unauthorized access during transfer. User permissions and field-level security within Salesforce restrict access to sensitive data. Data anonymization or pseudonymization techniques mask sensitive information, providing additional privacy. "D. All of the above, forming a multi-layered approach to data security during and after migration" offers comprehensive protection for sensitive data throughout the migration process.

Reference: Salesforce Data Security

NEW QUESTION # 197

Your customer wants to improve agent productivity. Which future functionality could be most impactful?

- A. Implement knowledge base suggestions and AI-powered case deflection tools.
- B. Develop automated workflows for repetitive tasks and case escalations.
- C. All of the above, empowering agents with streamlined tools and automated processes.
- D. Integrate self-service options and chatbots for simple customer inquiries.

Answer: C

Explanation:

To improve agent productivity, combining knowledge base suggestions, AI-powered case deflection tools, automated workflows, and self-service options with chatbots provides a comprehensive approach. Each of these elements plays a crucial role in streamlining operations and reducing agent workload by automating routine tasks, providing quick access to information, and managing customer inquiries more efficiently. Therefore, option "D. All of the above, empowering agents with streamlined tools and automated processes" is the most impactful, as it leverages multiple technologies to enhance productivity comprehensively.

Reference: Salesforce Service Cloud Features

NEW QUESTION # 198

You need to configure automated alerts for exceeding predefined KPI thresholds. Which tool facilitates this?

- A. Process Builder sequences triggering notifications and escalating cases based on KPI deviations from target values.
- B. Flow Builder with visual interface for designing notification workflows and conditional logic based on metric data.
- C. All of the above, depending on the desired trigger point, notification action, and complexity of the alert workflow.
- D. Omni-Channel alerts notifying supervisors of queue wait times exceeding set limits.

Answer: C

Explanation:

Reference: Salesforce Process Automation

NEW QUESTION # 199

You need to validate web form functionality. Which method provides the most direct test?

- A. Reviewing form configuration settings and field mappings within Salesforce.
- B. Monitoring web server logs for form access and error messages to identify technical issues.
- C. All of the above, offering complementary perspectives on web form functionality and potential challenges.
- D. Manually submitting test data through the web form and verifying case creation in Salesforce.

Answer: C

Explanation:

Validating web form functionality comprehensively requires multiple testing strategies. Reviewing form configuration and field mappings ensures that all settings are correctly specified. Manually submitting test data through the form to verify integration and data flow into Salesforce is crucial for real-world testing. Monitoring web server logs helps identify any access issues or technical errors. Thus, "D. All of the above, offering complementary perspectives on web form functionality and potential challenges" provides a thorough method for ensuring that web forms are functional and effectively integrated.

Reference: Salesforce Web-to-Lead Forms

NEW QUESTION # 200

Your design outlines automated case escalation based on criteria. Which tool facilitates rule-based escalation?

- A. Both (b) and (c), offering flexible options for automated case escalation based on rules.
- B. Custom Apex code defining escalation logic and actions.
- C. Escalation Rules with conditions based on case priority, time to resolution, and other metrics.
- D. Workflow Rules triggering notifications to supervisors based on pre-set escalation criteria.

Answer: A

Explanation:

Automated case escalation is effectively managed using both Escalation Rules and Workflow Rules: B.

Escalation Rules enable automatic case escalation based on criteria like case priority and time to resolution. C.

Workflow Rules can be used to trigger additional actions, such as notifications to supervisors, when specific escalation criteria are met. These tools work in concert to ensure timely responses to critical cases and maintain service levels.

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

NEW QUESTION # 201

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