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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"> • Deploy: Discern the suitable deployment process pertinent to the Contact Center. Subsequently, document channel-specific cut-over requirements based on the feature configurations provided.
Topic 3	<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 4	<ul style="list-style-type: none"> • Discovery: This section deals with a customer use case, and initiates interviews to delineate personas and stakeholders involved.

Salesforce Contact Center Accredited Professional Sample Questions (Q182-Q187):

NEW QUESTION # 182

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

- A. Data Loader functionality for bulk email address validation against external databases.
- B. Salesforce Reports with filters to identify cases with invalid email addresses.
- C. Einstein Validation Service for real-time email address verification during data entry.
- D. Salesforce Sandbox environment for sending test emails and verifying recipient details.

Answer: D

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.

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

NEW QUESTION # 183

Your project requires migrating custom objects and their associated data. Which data preparation step helps maintain field-level validation rules and triggers?

- A. Exporting custom objects and data along with associated validation rules and trigger definitions for import into the new system.
- B. All of the above, ensuring comprehensive migration and consistent application of data integrity controls for custom objects.
- C. Configuring the new system to automatically recognize and apply existing field-level validation rules and triggers during data migration.
- D. Manually reviewing and verifying the accuracy and functionality of imported validation rules and triggers after data migration.

Answer: B

Explanation:

Maintaining field-level validation rules and triggers during migration of custom objects requires thorough planning and execution.

Exporting these elements along with the objects ensures they are not lost during transition. Configuring the new system to recognize and apply these rules and triggers maintains data integrity. Manually verifying these rules post-migration confirms their correct function. "D. All of the above, ensuring comprehensive migration and consistent application of data integrity controls for custom objects" covers all necessary steps for successful integration of these critical components.

Reference: Salesforce Custom Objects and Data Integrity

NEW QUESTION # 184

The company prioritizes measuring customer effort during interactions. Which KPI is best suited for this purpose?

- A. First Contact Resolution (FCR) Rate
- B. Net Promoter Score (NPS)
- C. Customer Effort Score (CES)
- D. Customer Lifetime Value (CLTV)

Answer: C

Explanation:

The Customer Effort Score (CES) is the best-suited KPI for measuring the amount of effort a customer has to expend to get their issues resolved. CES is specifically designed to gauge the ease of service interaction, directly reflecting how easy or difficult it is for customers to achieve their goals. Monitoring CES helps in understanding the operational effectiveness in minimizing customer struggle, thus making "C. Customer Effort Score (CES)" the ideal choice for measuring customer effort during interactions.

Reference: Salesforce Blog on Customer Effort Score

NEW QUESTION # 185

Your design outlines automated case escalation based on criteria

a. Which tool facilitates rule-based escalation?

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

NEW QUESTION # 186

The company aims to track the impact of Salesforce Contact Center on revenue generation. Which KPI should be considered?

- A. Contact Center Conversion Rate
- B. Customer Retention Rate
- C. Number of Closed Won Deals
- D. Customer Lifetime Value (CLTV)

Answer: A

Explanation:

To track the impact of the Salesforce Contact Center on revenue generation, the Contact Center Conversion Rate is an appropriate key performance indicator (KPI). This metric measures the percentage of contacts handled by the contact center that result in a sale or desired outcome, directly linking contact center activities to revenue generation. It provides insight into how effectively the contact center contributes to the company's bottom line by converting inquiries into transactions.

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

NEW QUESTION # 187

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