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If you are curious or doubtful about the proficiency of our AP-226 practice materials, we can explain the painstakingly word we did behind the light. By abstracting most useful content into the AP-226 practice materials, they have help former customers gain success easily and smoothly. The most important part is that all contents were being sifted with diligent attention. No errors or mistakes will be found within our AP-226 practice materials. We stress the primacy of customers' interests, and make all the preoccupation based on your needs.

Salesforce Contact Center Accredited Professional Sample Questions (Q70-Q75):

NEW QUESTION # 70
The legal team emphasizes data security and compliance. How can future functionality address this?

- A. All of the above, combined for a comprehensive approach to data security and compliance.
- B. Encrypt customer data at rest and in transit to protect against unauthorized access.
- C. Conduct regular security audits and vulnerability assessments to identify potential risks.
- D. Implement field-level security to restrict access to sensitive data based on user roles and permissions.

Answer: A

Explanation:
Implementing a combination of field-level security, encryption, and regular security audits addresses the concerns of data security and compliance comprehensively. Field-level security ensures that sensitive data is accessible only to authorized users based on their roles. Encryption of data at rest and in transit protects it from unauthorized access or breaches. Regular security audits and vulnerability assessments help in identifying and mitigating potential risks, ensuring that the system remains secure and compliant with legal requirements.

NEW QUESTION # 71
The best practice that the consultant should observe when configuring case escalation rules is:
Create a catch-all Rule Entry at the end of the sort order so that if no other entry is met, a case still gets evaluated.
Which routing type does a consultant need to use to facilitate a transfer of an Enhanced B conversation to a Queue?

- A. Queue
- B. Dialog
- C. Omni-Channel Flow

Answer: C

Explanation:
To facilitate a transfer of an Enhanced Bot conversation to a Queue, a consultant needs to use Omni-Channel Flow. Omni-Channel Flow enables dynamic routing capabilities that can be adjusted according to the complexity of the conversation and the availability of agents. By using an Omni-Channel Flow, the consultant can configure a specific action to route the work item directly to the designated queue, ensuring that the conversation is transferred to the correct queue where agents are available to handle the case. This routing type effectively manages workload distribution and prioritizes tasks based on agent skills and queue availability.

NEW QUESTION # 72
Your deployment involves integrating a new chat platform. Which data migration preparation step ensures seamless continuity for ongoing chat conversations?

- A. Importing historical chat transcripts and associating them with corresponding cases or customer profiles.
- B. All of the above, contributing to a smooth transition with minimal disruption to ongoing chat interactions.
- C. Configuring the new platform to automatically migrate open chat sessions in progress during the cut-over period.
- D. Testing data migration with sample chat sessions and verifying accurate transfer of conversation details and context.

Answer: B

Explanation:
Ensuring seamless continuity for ongoing chat conversations during platform integration involves several critical steps. Importing historical chat transcripts maintains historical context. Configuring the new platform for automatic migration of open sessions prevents disruption during the transition. Testing data migration with sample chats verifies the integrity and accuracy of transferred data. Thus, "D. All of the above, contributing to a smooth transition with minimal disruption to ongoing chat interactions" ensures a thorough and effective migration process for the new chat platform.
Reference: Salesforce Chat Integration and Migration

NEW QUESTION # 73
You're deploying a new SMS channel for customer updates and notifications. Which cut-over requirement helps prevent message delivery failures and ensure customer reach?

- A. All of the above, contributing to reliable and effective SMS communication with customers.
- B. Validating customer phone numbers and carrier compatibility before activating the SMS channel.
- C. Configuring clear opt-in and opt-out mechanisms for SMS updates and notifications.
- D. Implementing message throttling and rate limiting to prevent overwhelming customers with SMS alerts.

Answer: A

Explanation:
Deploying a new SMS channel for customer updates and notifications requires comprehensive planning to prevent delivery failures and ensure effective communication. Validating customer phone numbers and carrier compatibility ensures that messages reach the intended recipients. Configuring opt-in and opt-out mechanisms maintains compliance and respects customer preferences. Implementing message throttling and rate limiting avoids overwhelming customers and enhances the customer experience. Therefore, "D. All of the above, contributing to reliable and effective SMS communication with customers" is the best approach to ensure a successful SMS channel rollout.
Reference: Salesforce Mobile Messaging

NEW QUESTION # 74
Your design includes email auto-replies for initial case acknowledgements. Which tool facilitates automated responses?

- A. Process Builder sequences defining auto-reply steps and dynamic content insertion.
- B. Einstein Bots configured to send auto-replies and collect initial information from customers via email.
- C. Workflow Rules with email action steps triggered by case creation events.
- D. Entitlement Email Templates configured with automatic responses based on service level agreements.

Answer: C

Explanation:
For setting up automated responses such as email auto-replies for initial case acknowledgments, Workflow Rules with email action steps triggered by case creation events are highly effective. This tool allows you to configure specific conditions under which auto-replies are sent, ensuring that every new case receives an immediate acknowledgment. This functionality is essential for maintaining timely communication with customers and enhancing their service experience. Therefore, "A. Workflow Rules with email action steps triggered by case creation events" is the most suitable tool for automating email responses in this context.
Reference: Salesforce Workflow and Approvals

NEW QUESTION # 75
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