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Salesforce Contact Center Accredited Professional Sample Questions (Q188-Q193):

NEW QUESTION # 188

Your design includes integrating WhatsApp Business for customer communication. Which tool facilitates this?

- A. Flow Builder with pre-built templates for configuring messaging channel interactions and automation.
- B. Omni-Channel routing rules directing incoming WhatsApp messages to appropriate agents based on content and skills.
- C. Salesforce Social Studio with connectors for managing various social media and messaging platforms.
- **D. Custom Apex code developed to connect Salesforce with the WhatsApp Business API.**

Answer: D

Explanation:

Integrating WhatsApp Business for customer communication in Salesforce typically requires custom Apex code development. This approach involves programming Apex to interact with the WhatsApp Business API, facilitating seamless data exchange and communication management. Custom code allows for tailored workflows and integrations that align precisely with business requirements, ensuring efficient and effective customer interactions through WhatsApp.

NEW QUESTION # 189

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

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

Answer: A

Explanation:

Configuring automated alerts for KPI thresholds can be effectively managed using various Salesforce tools. Omni-Channel can provide real-time alerts about queue times, Process Builder can automate notifications and case escalations based on specific KPI deviations, and Flow Builder offers flexible, visual design interfaces for creating complex notification workflows. Thus, "D. All of the above, depending on the desired trigger point, notification action, and complexity of the alert workflow" is the best answer, as it covers the range of tools available to suit different alerting needs.

Reference: Salesforce Process Automation

NEW QUESTION # 190

You're preparing historical call recordings for migration. Which step helps improve audio quality and accessibility for playback within the new system?

- A. Converting call recordings to a supported audio format compatible with the new Contact Center platform.
- **B. All of the above, contributing to improved accessibility and analysis capabilities for historical call recordings.**
- C. Implementing speech-to-text conversion for call recordings and making transcripts available alongside audio files.
- D. Optimizing audio file size while maintaining optimal sound quality for clear playback and analysis.

Answer: B

Explanation:

Preparing historical call recordings for migration to a new system involves several steps to enhance their usability. Converting recordings to formats compatible with the new system ensures they can be played back without issues. Implementing speech-to-text conversion provides searchable transcripts, enhancing accessibility and analysis capabilities. Optimizing audio file size while maintaining quality ensures efficient storage without sacrificing clarity. Thus, "D. All of the above, contributing to improved accessibility and analysis capabilities for historical call recordings" addresses all key aspects of preparing audio data for effective use in the new system.

Reference: Salesforce Call Center Implementation

NEW QUESTION # 191

You need to share Contact Center metrics with external stakeholders. Which feature facilitates secure and controlled data sharing?

- A. Exporting reports and dashboards for external access via email or file sharing platforms.
- **B. All of the above, depending on the security requirements, desired level of control, and complexity of data access needs.**
- C. Custom Apex development for building secure data sharing portals with granular access controls.
- D. Salesforce Sharing Settings granting specific access levels to external users for relevant dashboards and reports.

Answer: B

Explanation:

Sharing Contact Center metrics with external stakeholders can be managed through various Salesforce features, depending on the specifics of the requirement. Exporting reports and dashboards provides a straightforward method of sharing data. Salesforce Sharing Settings allow for controlled access to specific dashboards and reports. Custom Apex development can create highly secure data sharing portals tailored to precise needs. Therefore, "D. All of the above, depending on the security requirements, desired level of control, and complexity of data access needs" is the best answer, offering flexibility and security in data sharing.

Reference: Salesforce Data Sharing and Security

NEW QUESTION # 192

The consultant should recommend the company utilize Flow Settings in Email-to-Case to meet their requirements.

A customer service manager wants to implement a process where a case gets reassigned to a higher support tier if it is not resolved within a given service-level agreement (SLA) timeline. Which solution should a consultant propose to set this process up?

- A. Create a Quick Action for escalating a case and set up Conditional Visibility Rule to show the Quick Action after a case has passed SLA times. Create a record-triggered flow that gives cases an escalated status if it is still open after a set number of times.
- B. Create an Escalation Rule Entry and configure it so that cases get an escalated status if the case is still open after passing SLA times.
- C. The consultant should propose creating an Escalation Rule Entry to set up

Answer: C

Explanation:

For managing cases based on service-level agreements (SLAs) where a case needs to be reassigned to a higher support tier if not resolved within the specified time, the appropriate solution is to use Escalation Rules. Escalation Rules in Salesforce allow you to automatically escalate cases based on criteria such as case age, ensuring that SLA timelines are adhered to. The rule can be set to change the assignment of the case to a higher tier support group or individual when the case remains open past the SLA threshold.

Reference: Salesforce Escalation Rules

NEW QUESTION # 193

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