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Salesforce Contact Center Accredited Professional Sample Questions (Q144-Q149):

NEW QUESTION # 144

Your scenario involves customer satisfaction surveys triggered after case closure. Which platform facilitates this?

- A. Process Builder sequences initiating customer satisfaction surveys upon case closure and managing survey workflow.
- **B. All of the above, offering various options for triggering and managing customer satisfaction surveys within case management.**
- C. Flow Builder with visual interface for designing and configuring survey forms and logic for collecting feedback after case closure.
- D. Einstein Feedback Surveys automatically sent based on case closure events and collecting customer feedback on their experience.

Answer: B

Explanation:

Reference: Salesforce Automation Tools

NEW QUESTION # 145

The customer prioritizes cost optimization and efficient resource allocation. Which design aspect contributes to this?

- A. Develop extensive custom functionalities with high implementation and maintenance costs.
- **B. Leverage standard Salesforce features and pre-built functionalities to avoid custom development.**
- C. Implement resource-intensive automations without considering their impact on operational cost.
- D. Optimize agent schedules and routing based on real-time call volume and workload.

Answer: B

Explanation:

Focusing on cost optimization and efficient resource allocation, leveraging standard Salesforce features and pre-built functionalities is the most effective approach. This design aspect minimizes the need for extensive custom development, which can be costly and resource-intensive to maintain. By using built-in capabilities, organizations can take advantage of Salesforce's robust platform, ensuring that they are using reliable, tested solutions that integrate seamlessly without the additional overhead associated with custom solutions.

NEW QUESTION # 146

The customer wants to seamlessly integrate their existing CRM system. Which Salesforce feature facilitates this?

- A. Apex Code
- **B. Partner Integrations**
- C. Process Builder
- D. Data Import Wizard

Answer: B

Explanation:

Reference: Salesforce AppExchange

NEW QUESTION # 147

The consultant should instruct agents to access the call transcripts configured in Amazon Connect within the Conversation Component in Service Console.

Ursa Major Solar's Contact Center has a large volume of customers, and the company to strengthen loyalty, increase case deflection, and increase customer retention by implementing a customer portal.

Which Experience Cloud template should a consultant recommend

- **A. Help Center**
- B. Customer Service
- C. Customer Account Portal

Answer: A

Explanation:

For Ursa Major Solar's objective to strengthen loyalty, increase case deflection, and improve customer retention, the consultant

should recommend using the "Help Center" template from Experience Cloud. This template is designed specifically for customer support, providing features such as FAQs, articles, and community forums, which empower customers to find answers independently. Implementing a customer portal using the Help Center template can effectively reduce the volume of direct inquiries, promoting case deflection and enhancing customer satisfaction through efficient self-service options.
Reference: https://help.salesforce.com/s/articleView?id=sf.networks_choose_template.htm

NEW QUESTION # 148

You're migrating historical call recordings to Salesforce. Which storage option provides secure and scalable access?

- A. File attachments within Salesforce case records.
- B. Salesforce Content Management System (CMS) for document and asset management.
- C. Salesforce Platform Events or Queues for real-time data streaming and storage.
- **D. External cloud storage with Salesforce integration.**

Answer: D

Explanation:

When migrating historical call recordings, secure and scalable storage options are crucial. External cloud storage solutions, integrated with Salesforce, provide the best option for handling large volumes of data such as call recordings. These solutions offer scalability, security, and easy accessibility, which are necessary for effective data management within Salesforce environments. Thus, "B. External cloud storage with Salesforce integration" is the most suitable storage option for this purpose.

Reference: Salesforce Files and Content Management

NEW QUESTION # 149

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