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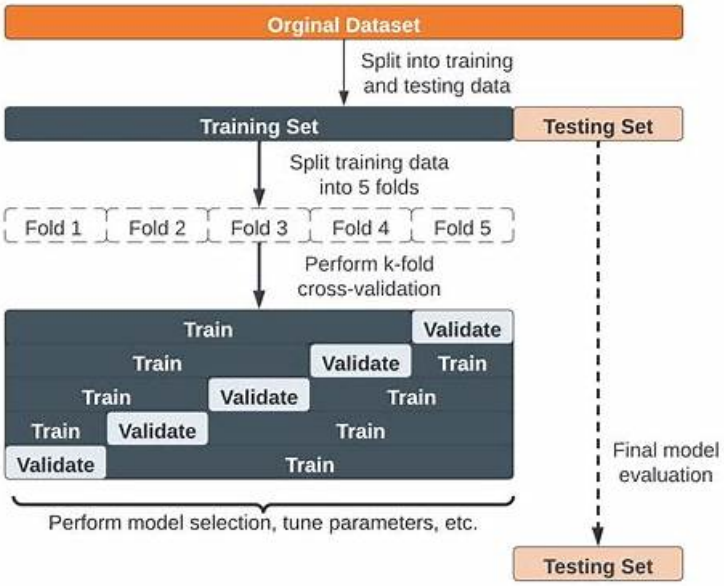

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Salesforce Contact Center Accredited Professional Sample Questions (Q193-Q198):

NEW QUESTION # 193
Your scenario involves assigning chats and emails to available agents based on skill sets. Which feature facilitates this?

- A. Skill-based routing leveraging agent skill profiles to match tasks with qualified individuals.
- B. Omni-Channel Presence States indicating online and offline agent status for different channels.
- C. Presence-based routing automatically assigning tasks based on agent availability.
- D. All of the above, working together for optimal multi-channel task assignment and routing.

Answer: D

Explanation:
Assigning chats and emails based on agent skills involves multiple features:
A: Presence-based routing ensures tasks are assigned only when agents are available.
B: Omni-Channel Presence States help manage which agents are online and ready to take on tasks across different channels.

C: Skill-based routing leverages agent skill profiles to match them with tasks they are qualified to handle.
Integrating these features provides a robust system that ensures tasks are assigned efficiently and effectively to the right agents at the right time.

NEW QUESTION # 194
Your data includes sensitive customer information. Which security mechanism protects data during migration?

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

Answer: C

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 # 195
The customer aims to automate repetitive case escalation processes. Which feature can streamline this?

- A. Entitlements
- B. Workflow Rules
- C. Field History Tracking
- D. Queues

Answer: B

Explanation:
Workflow Rules in Salesforce can automate repetitive case escalation processes effectively. By setting up rules based on specific criteria, these workflows automatically escalate cases to the right team or individual when predefined conditions are met. This feature helps streamline case management processes, reduces manual intervention, and ensures timely response to critical issues, thereby improving overall efficiency in handling customer cases.

NEW QUESTION # 196
The correct steps for UC to create a service report with 50 object
references are
A consultant has cloned a standard bot as an Enhanced Bot for Universal Containers inbound conversations, which created a simple Omni-Channel flow for the bot What does the consultant need to specify to use this flow in the channel setting other than selecting the flow?

- A. Inbound Flow Action
- B. Fallback Queue
- C. Route Work Item

Answer: C

Explanation:
For the consultant who has cloned a standard bot to an Enhanced Bot for Universal Containers, specifying the "Route Work Item" setting in the channel setup is necessary after selecting the flow. This setting is crucial as it defines how work items, such as service requests or customer interactions, are routed through Omni-Channel, ensuring that the Enhanced Bot's flow directs interactions appropriately to available agents or queues.

NEW QUESTION # 197
Your design includes Omni-Channel routing. Which component is essential for distributing cases efficiently?

- A. Configuring queues with specific skills and availability requirements.
- B. Developing custom Apex code for routing logic.
- C. All of the above, working together for optimal Omni-Channel routing.
- D. Implementing presence-based routing based on agent availability.

Answer: C

Explanation:
Efficient case distribution in Omni-Channel routing involves several key components: A. Custom Apex code can be used to develop complex routing logic that goes beyond standard configurations. B. Configuring queues with specific skills and availability ensures that cases are directed to the most appropriate agents. C. Implementing presence-based routing ensures that cases are only sent to agents who are currently available and ready to handle them. Integrating these components ensures that cases are routed efficiently, balancing workload and optimizing response times across various communication channels.

NEW QUESTION # 198
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