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Salesforce Contact Center Accredited Professional Sample Questions (Q181-Q186):

NEW QUESTION # 181

Your customer wants to offer phone and email support during business hours only, while offering chat support 24/7. Which channel support requirement best aligns with this need?

- A. Implement a third-party chat solution with 24/7 availability integration.
- B. Utilize dynamic agent availability and presence routing across all channels.
- C. Configure separate queues for each channel with specific business hours.
- D. Set automatic case deflection rules for common issues on chat after business hours.

Answer: C

Explanation:

Configuring separate queues for each support channel with designated business hours allows for tailored management of availability per service requirement. This setup enables organizations to offer phone and email support during standard business hours and continuous chat support around the clock. Each queue can have its unique operational hours and staffing strategies, ensuring that resources are aligned with customer expectations and demand for each communication channel.

NEW QUESTION # 182

You need to identify trends and patterns within Contact Center metrics. Which tool offers the most advanced data analysis capabilities?

- A. Salesforce Reporting with basic filters and data grouping for analysis.
- B. Omni-Channel dashboards providing real-time insights and basic trend visualization.
- C. All of the above, depending on the desired level of data exploration, predictive insights, and visual representations.
- D. Einstein Analytics with advanced data blending, predictive modeling, and visual storytelling capabilities.

Answer: C

Explanation:

Identifying trends and patterns within Contact Center metrics requires tools capable of varying levels of analysis. Salesforce Reporting offers basic filtering and grouping, Omni-Channel dashboards provide real-time operational insights, and Einstein Analytics delivers sophisticated capabilities like data blending, predictive modeling, and visual storytelling. "D. All of the above, depending on the desired level of data exploration, predictive insights, and visual representations" captures the broad range of tools available for different analytical needs, making it the optimal choice.

Reference: Einstein Analytics

NEW QUESTION # 183

You're preparing data migration for knowledge base articles with associated attachments. Which step helps ensure file compatibility and accessibility within the new platform?

- A. Configuring the new platform to recognize and handle different file formats associated with migrated knowledge base articles.
- B. All of the above, contributing to seamless access and usability of knowledge base articles with corresponding attachments in the new system.
- C. Converting attachments to formats compatible with the new knowledge base system before the migration process.
- D. Testing access and download functionality for attached files within the new platform after the migration is complete.

Answer: B

Explanation:

Ensuring file compatibility and accessibility for knowledge base articles with attachments in a new platform involves several important steps. Converting attachments to compatible formats prevents issues post-migration. Configuring the new system to handle different

file formats ensures seamless access. Testing file access and functionality after migration confirms the integrity and usability of the files. Thus, "D. All of the above, contributing to seamless access and usability of knowledge base articles with corresponding attachments in the new system" provides a robust approach to managing file migration effectively.
Reference: Salesforce Knowledge Management

NEW QUESTION # 184

The customer wants to personalize customer interactions based on past interactions and preferences. Which data model element facilitates this?

- A. Segmentation rules defining customer groups based on specific criteria and behavior.
- **B. All of the above, used in combination for comprehensive customer context and personalized experiences.**
- C. Case history tracking with details of previous interactions and resolutions.
- D. Custom fields capturing customer preferences and purchase history.

Answer: B

Explanation:

Personalizing customer interactions in Salesforce Contact Center involves leveraging various data elements to understand and predict customer needs effectively. The elements include:

Custom fields: These capture specific customer preferences and historical data like purchase history. This helps in tailoring offerings and communication specific to individual preferences.

Case history tracking: This element records details of past interactions, issues, and resolutions, providing a context-rich background that enables service agents to provide more informed and empathetic responses.

Segmentation rules: These help in categorizing customers into different groups based on their behaviors and specific criteria, which can then be used to target communications and services more effectively.

Using these elements in combination allows for a comprehensive view of the customer, enabling highly personalized experiences that are responsive to individual customer profiles, history, and preferences. More details can be found in Salesforce's resource on creating personalized customer experiences using Salesforce Contact Center, available at Salesforce Contact Center Personalization.

NEW QUESTION # 185

The scope includes integration with legacy systems. Which factor should be carefully considered in the release plan?

- A. The availability and responsiveness of IT teams responsible for legacy systems.
- B. Development of custom Apex code for data exchange with legacy systems.
- **C. All of the above, requiring careful planning and consideration for potential complexities.**
- D. Potential data migration challenges and ensuring data integrity during integration.

Answer: C

Explanation:

When integrating with legacy systems, several factors must be carefully considered in the release plan:

A: Development of custom Apex code for data exchange may be required to ensure compatibility and functionality.

B: Potential data migration challenges must be managed to maintain data integrity.

C: The availability and responsiveness of IT teams responsible for legacy systems are crucial to address any integration issues promptly.

Considering all these factors is essential to mitigate risks and ensure a successful integration with minimal disruption.

NEW QUESTION # 186

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