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Salesforce Contact Center Accredited Professional Sample Questions (Q84-Q89):

NEW QUESTION # 84

The correct answer is Provision a long code phone number at least 2 weeks before go-live.

Ursa Major Solar (UMS) configured its Omni-Channel to allow support agents to handle three chat requests simultaneously. It has been a challenge for some of the new hire agents.

What should an administrator add in Omni-Channel settings to allow ramp-up time for UMS's junior agents to handle only two chat requests at a time?

- A. Create and assign a new Presence Status
- B. Create and assign a new Presence Configuration. Create and apply a new Routing Configuration.

- C. The correct answer is Create and assign a new Presence Configuration.

Answer: B

Explanation:

To support new hire agents who struggle with handling multiple chat requests, configuring Omni-Channel settings to limit the number of concurrent chats is crucial. By creating and assigning a new Presence Configuration that limits junior agents to handling only two chat requests at a time, administrators can effectively manage agent workload. This configuration allows the organization to tailor chat capacity to individual agent capabilities, improving both performance and job satisfaction. "A. Create and assign a new Presence Configuration. Create and apply a new Routing Configuration" is therefore the correct approach to provide ramp-up time for junior agents.

Reference: Salesforce Omni-Channel Settings

NEW QUESTION # 85

The customer requests integrations with existing CRM and marketing automation systems. Which approach promotes data integrity and maintainability?

- A. Develop custom code for each integration, creating independent data silos and complex maintenance needs.
- B. Avoid integrations altogether and maintain separate data environments for different functionalities.
- **C. Utilize pre-built Salesforce connectors and APIs for seamless data exchange with external systems.**
- D. Implement point-to-point integrations with each system, requiring ongoing customization and management.

Answer: C

Explanation:

Salesforce provides various pre-built connectors and APIs that enable seamless integration with external CRM and marketing automation systems. Using these connectors and APIs ensures data integrity and maintainability by facilitating standardized data exchange and reducing the need for custom code, which can become cumbersome and error-prone. Thus, option "B. Utilize pre-built Salesforce connectors and APIs for seamless data exchange with external systems" is the best approach for integrating systems while maintaining data integrity and ease of maintenance.

Reference: Salesforce Documentation on Integration

NEW QUESTION # 86

The customer needs a single view of customer interactions across all channels. Which functionality best addresses this?

- A. Omni-Channel Routing
- B. Einstein Bots
- C. Customer Community
- **D. Case Management**

Answer: D

Explanation:

Case Management functionality in Salesforce is designed to provide a holistic view of customer interactions across all channels. It allows agents to manage and access all customer case information and interactions in one place, ensuring a seamless customer service experience. Therefore, "B. Case Management" is the most appropriate functionality to achieve a single view of customer interactions across various communication channels.

Reference: Salesforce Case Management

NEW QUESTION # 87

You need to validate web form functionality. Which method provides the most direct test?

- A. Manually submitting test data through the web form and verifying case creation in Salesforce.
- **B. All of the above, offering complementary perspectives on web form functionality and potential challenges.**
- C. Reviewing form configuration settings and field mappings within Salesforce.
- D. Monitoring web server logs for form access and error messages to identify technical issues.

Answer: B

Explanation:

Validating web form functionality comprehensively requires multiple testing strategies. Reviewing form configuration and field mappings ensures that all settings are correctly specified. Manually submitting test data through the form to verify integration and data flow into Salesforce is crucial for real-world testing. Monitoring web server logs helps identify any access issues or technical errors. Thus, "D. All of the above, offering complementary perspectives on web form functionality and potential challenges" provides a thorough method for ensuring that web forms are functional and effectively integrated.

Reference: Salesforce Web-to-Lead Forms

NEW QUESTION # 88

You're validating performance requirements for the deployed system. Which tool helps assess system responsiveness and handle load testing?

- A. All of the above, providing a holistic view of system performance and adherence to defined responsiveness and load handling requirements.
- B. Analyzing system logs and resource utilization data to identify performance bottlenecks and resource constraints.
- C. Monitoring agent feedback and user experience reports for any performance issues or service delays after deployment.
- D. Utilizing performance testing tools to simulate user activity and analyze response times, throughput, and stability under load.

Answer: A

Explanation:

Assessing system performance and responsiveness involves various tools and approaches:

A: Analyzing system logs and resource utilization data helps identify performance bottlenecks.

B: Utilizing performance testing tools to simulate user activity enables evaluation of system response times and stability under various load conditions.

C: Monitoring agent feedback and user experience reports provides insights into real-world performance issues post-deployment. These combined approaches offer a comprehensive evaluation of the system's performance, ensuring it meets the required standards for responsiveness and load handling.

NEW QUESTION # 89

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