

Exam Salesforce-Contact-Center Dumps | Practical Salesforce-Contact-Center Information



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Salesforce Salesforce-Contact-Center Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Deploy: Discern the suitable deployment process pertinent to the Contact Center. Subsequently, document channel-specific cut-over requirements based on the feature configurations provided.
Topic 2	<ul style="list-style-type: none">• Implement: This section deals with setting up the fundamental Contact Center functionalities and features. Following this, in alignment with the complete design, configure and authenticate the email functionality, ensuring its seamless operation. Similarly, based on specific scenarios, configure and verify the functionality of voice services.
Topic 3	<ul style="list-style-type: none">• Design: Deals with the Contact Center functionalities with the stipulated requirements. Subsequently, when presented with business requirements, devise scalable and maintainable solutions for the Contact Center, adhering to standard data models.
Topic 4	<ul style="list-style-type: none">• Discovery: This section deals with a customer use case, and initiates interviews to delineate personas and stakeholders involved.

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Salesforce Contact Center Accredited Professional Sample Questions (Q192-Q197):

NEW QUESTION # 192

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. Utilize pre-built Salesforce connectors and APIs for seamless data exchange with external systems.**
- C. Avoid integrations altogether and maintain separate data environments for different functionalities.
- D. Implement point-to-point integrations with each system, requiring ongoing customization and management.

Answer: B

Explanation:

Reference: Salesforce Documentation on Integration

NEW QUESTION # 193

The customer wants to capture customer feedback through post-interaction surveys. Which feedback mechanism would be most beneficial?

- A. Develop custom case fields and workflows to capture and track customer feedback internally.
- B. Integrate with a third-party survey platform for customization and detailed analysis.
- C. Implement chatbots with in-conversation surveys to gather immediate feedback during interactions.
- **D. Utilize Salesforce Surveys with pre-built templates for collecting feedback after case closure.**

Answer: D

Explanation:

Reference: Salesforce Surveys

NEW QUESTION # 194

You need to deploy a new case routing algorithm based on AI. Which deployment process provides the safest and most controlled approach?

- **A. Pilot deployment involving a small user group for testing and feedback before broader rollout.**
- B. All of the above, depending on the complexity and potential impact of the new algorithm.
- C. Production deployment directly to all users simultaneously, with immediate effect.
- D. Full sandbox deployment for comprehensive testing before migrating to production.

Answer: A

Explanation:

Deploying a new case routing algorithm based on AI is best approached using a pilot deployment. This method involves testing the new algorithm with a small group of users to collect feedback and assess performance in a controlled environment. This approach allows for identifying potential issues and making necessary adjustments before a full-scale rollout, thus reducing risk and ensuring the algorithm performs as intended when implemented broadly.

References: https://help.salesforce.com/articleView?id=sf.deployment_strategies.htm

NEW QUESTION # 195

The IT team wants to integrate Salesforce with their existing CRM system. Which future functionality would facilitate this?

- A. Migrate all Contact Center data into the existing CRM system to avoid integration complexity.
- B. Develop custom Apex code to synchronize data between the two systems.
- C. Implement point-to-point integrations with unique data mappings for each field.
- **D. Utilize standard Salesforce connectors and APIs for seamless data exchange.**

Answer: D

Explanation:

Reference: Salesforce Integration

NEW QUESTION # 196

The customer wants to track metrics across different case types and channels. Which reporting element helps with data standardization and analysis?

- A. Implement separate dashboards for each channel and case type with customized metrics.
- B. Employ third-party analytics tools with independent data structures and visualizations.
- C. Develop custom reports with unique data models for each case type and channel.
- **D. Utilize standard case fields and reporting tools to categorize and analyze data across the board.**

Answer: D

Explanation:

Standardizing data across different case types and channels can be efficiently managed using Salesforce's built-in case fields and reporting tools. This allows for consistent categorization and analysis of data, enhancing the ability to track and compare metrics seamlessly across the organization. Option "B. Utilize standard case fields and reporting tools to categorize and analyze data across the board" best fits this need, as it utilizes the robust native functionalities of Salesforce for comprehensive data analysis and reporting.




Reference: Salesforce Documentation on Reports and Dashboards

NEW QUESTION # 197

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