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## Salesforce Contact Center Accredited Professional Sample Questions (Q178-Q183):

### NEW QUESTION # 178

While some of your suggestions aim to address Ursa Major Solar's need to accommodate new agents during peak season, they raise potential concerns and might not be the most optimal approach. Here's a breakdown:  
Ursa Major Solar (UMS) is implementing Email-to-Case in its ...

Salesforce notaro which it has used in the past 2 years as its Case Management system, to place is the party Email Channel provider. UMS is excited to learn about the artificial in capability in Einstein Case Classification and would like to prioritize the capturing the build as must-have After verifying the license, how should a consultant include the Einstein Case Classification capability in the same project?

Add two requirements to the backlog in the current release date

EmailMessage object to meet data requirements for Einstein formal Car

Cassium be up Einstein Case Classification.

Add the requirement to a future release since Einstein rends at least 400 the past 6 months to build the model in Email Channel Add the requirement in the current release as the customer are case records and because of the reed to prontice the manner Classification The most appropriate approach for incorporating Einstein Case Classification into the same project is to:

A) A Add two requirements to the backlog in the current release:

B) Ursa Major Solar has recently seen a big increase in case volume due to the launch of new product.

What should the company do to deflect cases?

Implement an internal knowledge base.

Implement a customer-facing knowledge base Implement a new channel in

SMS. Choose

While both implementing an internal knowledge base and implementing a customer-facing knowledge base can help deflect cases, the most

impactful choice for Ursa Major Solar is:

Implementing a customer-facing knowledge base.

Ursa Major Solar decided to roll out Einstein Bots in all of the enhanced digital snipe channels for its retail customers, including Facebook Messenger, WhatsApp and Message for In-app and Web. The Salesforce administrators are not sure how many boss they sa and why.

Which recommendation should a consultant make to the Salesforce ..

- A. bot. The same Einstein Bot can be deployed to all Enhanced Digital ... that Sent Cloud supports
- B. Three bots. One bot per channel will provide a chunne specific customer..
- C. Two bots. Fewer bots means less maintenance and the same can be p and

**Answer: A**

Explanation:

Facebook Messenger

Explanation:

To incorporate Einstein Case Classification effectively in the ongoing project, the consultant should add two requirements to the backlog in the current release. This approach ensures that the project team can address the need for Einstein Case Classification without delaying the current implementation schedule. The EmailMessage object will need to be configured to meet data requirements for Einstein Case Classification, which will then enable the automated classification and routing of incoming cases based on content analysis. This strategic inclusion in the current release facilitates immediate enhancement of case management efficiency without the wait times associated with gathering historical data, as would be necessary if waiting for a future release.

Reference: [https://help.salesforce.com/s/articleView?id=sf.einstein\\_service\\_case\\_classification.htm](https://help.salesforce.com/s/articleView?id=sf.einstein_service_case_classification.htm) For deflecting cases, implementing a customer-facing knowledge base is the most impactful choice for Ursa Major Solar. A customer-facing knowledge base allows customers to self-serve by accessing information and solutions directly, which can significantly reduce the volume of incoming cases by addressing common inquiries and issues before they escalate to live support interactions.

Reference: [https://help.salesforce.com/s/articleView?id=sf.knowledge\\_about.htm](https://help.salesforce.com/s/articleView?id=sf.knowledge_about.htm) For the deployment of Einstein Bots across enhanced digital service channels, the recommendation should be to use the same Einstein Bot across all channels (Facebook Messenger, WhatsApp, Message for In-app, and Web). This approach leverages the ability of Einstein Bots to be configured once and deployed across multiple channels, simplifying maintenance and ensuring consistent customer experiences across all digital touchpoints.

Reference: [https://help.salesforce.com/s/articleView?id=sf.bots\\_overview.htm](https://help.salesforce.com/s/articleView?id=sf.bots_overview.htm)

## NEW QUESTION # 179

Your customer expects high call volume during peak hours. Which solution best ensures contact center scalability?

- A. Increase agent resources without considering automation or process optimization.
- B. Implement custom Apex code for routing and case management.
- C. Configure multiple queues and leverage Omni-Channel Routing for dynamic agent availability.
- D. Utilize a third-party call center solution integrated with Salesforce.

**Answer: C**

Explanation:

Configuring multiple queues and leveraging Omni-Channel Routing ensures scalability and efficiency, especially during peak hours in a contact center. Omni-Channel Routing automatically distributes incoming work to agents based on availability and skill set, allowing for dynamic management of high call volumes. This solution supports the scalability of the contact center by optimizing the allocation of resources and reducing wait times for customers.

#### NEW QUESTION # 180

Validating messaging channel functionality involves testing message delivery and content accuracy. Which tool helps with this?

- A. Conducting user testing sessions with real customers to gather feedback on the messaging experience and content clarity.
- B. Utilizing third-party testing tools like Twilio Sandbox or MessageBird to send test messages and verify delivery.
- C. All of the above, offering a comprehensive approach to validate message delivery, content accuracy, and user experience.
- D. Monitoring chat logs and transcripts within Salesforce to review message content and delivery status.

**Answer: C**

Explanation:

Validating messaging channel functionality effectively requires a combination of different tools and methods. Monitoring chat logs and transcripts within Salesforce provides direct insight into message content and delivery status. Third-party testing tools like Twilio Sandbox or MessageBird offer environments to test message delivery and functionality under controlled conditions. Conducting user testing sessions with real customers gathers valuable feedback on the actual messaging experience and content clarity. Therefore, "D. All of the above, offering a comprehensive approach to validate message delivery, content accuracy, and user experience" covers all necessary aspects for thorough validation.

Reference: Salesforce Messaging

#### NEW QUESTION # 181

Validating email functionality involves testing delivery and content accuracy. Which tool helps with email address verification?

- A. Data Loader functionality for bulk email address validation against external databases.
- B. Salesforce Sandbox environment for sending test emails and verifying recipient details.
- C. Einstein Validation Service for real-time email address verification during data entry.
- D. Salesforce Reports with filters to identify cases with invalid email addresses.

**Answer: B**

Explanation:

The Salesforce Sandbox environment is the ideal tool for validating email functionality. It allows for the sending of test emails to verify both the delivery and the accuracy of content, including the proper functioning of merge fields and the correctness of recipient details, without affecting live data.

#### NEW QUESTION # 182

You need to validate data migration accuracy and completeness. Which tool assists with this process?

- A. Data Compare tools like Informatica PowerCenter analyzing record discrepancies and data integrity.
- B. All of the above, offering various methods for comparing and verifying data accuracy after migration.
- C. Salesforce Reports and Dashboards providing data comparisons between legacy and Salesforce systems.
- D. Validation Rules on key fields within Salesforce ensuring data adherence to defined formats and constraints.

**Answer: B**

Explanation:

Several tools assist in validating data migration accuracy and completeness:

A: Salesforce Reports and Dashboards enable comparisons of data metrics between the legacy system and Salesforce.

B: Data Compare tools like Informatica PowerCenter provide deep analysis capabilities for identifying discrepancies and integrity issues.

C: Validation Rules within Salesforce ensure that incoming data adheres to specific formats and constraints, preventing incorrect data entries.

Employing these tools collectively ensures a thorough validation process for migrated data, securing data integrity and accuracy.

## NEW QUESTION # 183

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