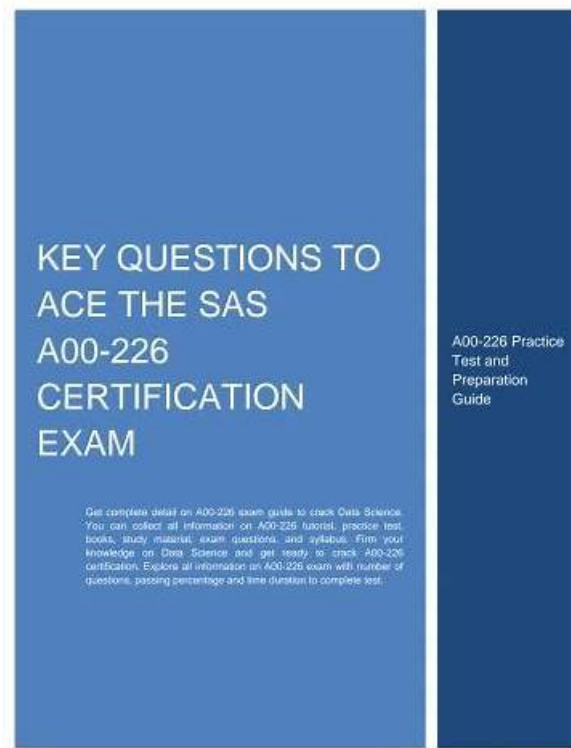# Test AP-226 Tutorials - Hottest AP-226 Certification



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## Salesforce Contact Center Accredited Professional Sample Questions (Q82-

# Q87):

**NEW QUESTION # 82**
The customer wants to track metrics across different case types and channels. Which reporting element helps with data standardization and analysis?

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

**Answer: C**

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 # 83**
You're deploying a new web chat widget with proactive engagement triggers. Which cut-over requirement helps optimize customer experience and minimize intrusion?

- A. Defining precise triggers for proactive chat engagement based on website visitor behavior and context.
- B. Configuring clear opt-out options for customers within the chat window and on website landing pages.
- C. Providing agents with readily available customer context and browsing history within the chat interface.
- D. All of the above, contributing to a personalized and helpful proactive chat experience for website visitors.

**Answer: D**

Explanation:
Optimizing customer experience with a new web chat widget involves several strategic actions:
A: Defining precise triggers based on visitor behavior ensures proactive engagements are timely and relevant.
B: Configuring clear opt-out options respects customer preferences and minimizes intrusion.
C: Providing agents with customer context and browsing history enhances the ability to offer personalized assistance.
Implementing these requirements collectively ensures a positive and non-intrusive chat experience, fostering customer satisfaction and engagement.


**NEW QUESTION # 84**
Your KPIs include tracking customer satisfaction ratings for specific channels. Which feature facilitates this?

- A. Surveys triggered after case closure based on case closure rules or manual initiation.
- B. Einstein Feedback Surveys automatically sent based on interaction events and collecting customer feedback.
- C. All of the above, depending on the desired survey integration level and automation requirements.
- D. Custom Apex development for integrating third-party survey platforms into the Contact Center workflow.

**Answer: C**

Explanation:
Tracking customer satisfaction ratings for specific channels can be facilitated by various Salesforce features, depending on integration and automation needs:
A: Surveys triggered after case closure can be automated through case closure rules or manually initiated, fitting standard operational workflows.
B: Einstein Feedback Surveys are automatically sent based on specific interaction events, gathering timely and relevant customer feedback.
C: Custom Apex development allows for the integration of third-party survey platforms, offering flexibility and enhanced survey capabilities.

These options provide diverse methods to collect and analyze customer satisfaction across different channels, tailoring the approach to specific business needs.

**NEW QUESTION # 85**

While all the options mentioned can be helpful for improving efficiency in resolving customer cases, the most suitable recommendation for Ursa Major Solar based on the given scenario is:

Use Salesforce Knowledge to store questions and answers so agents can easily reproduce the same answer for similar questions. Universal Containers has implemented service-level agreements (SLAs) to resolve cases There is an additional requirement when the contact center is closed for a holiday to not apply escalation rules or milestones during this time How should a consultant recommend implementing this requirement?

- A. Create additional holiday rules in the SLAs
- B. Create an Apex trigger to check agent holidays
- C. Set up Support Holidays to specify holidays.

**Answer: C**

Explanation:

To meet the requirement of not applying escalation rules or milestones during holidays at the contact center, the most straightforward approach is to set up Support Holidays in Salesforce. This feature allows you to specify non-working days during which case escalation rules and milestones should not apply, ensuring that SLAs are adjusted according to business hours and special closures. Thus, "A. Set up Support Holidays to specify holidays" is the correct recommendation for managing escalations during holidays without needing custom development or additional holiday-specific rules in the SLAs.
Reference: Salesforce Support Holidays Setup

**NEW QUESTION # 86**

The customer wants to automatically route cases based on language skills and expertise. Which feature facilitates this?

- A. Omni-Channel Presence
- B. Routing Rules
- C. Skill-Based Routing
- D. Entitlements

**Answer: C**

Explanation:

Skill-Based Routing is the feature that best facilitates the automatic routing of cases based on language skills and expertise. This feature allows the contact center system to match incoming cases with agents who have the specific skills and expertise needed to handle those cases effectively. By ensuring that cases are directed to the most appropriately skilled agents, skill-based routing enhances efficiency, improves resolution times, and increases customer satisfaction.

**NEW QUESTION # 87**

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