

Salesforce-Contact-Center Dump, Salesforce-Contact-Center Test Dump



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Salesforce Salesforce-Contact-Center Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<ul style="list-style-type: none"> • Discovery: This section deals with a customer use case, and initiates interviews to delineate personas and stakeholders involved.
Topic 4	<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.

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Salesforce Contact Center Accredited Professional Sample Questions (Q100-Q105):

NEW QUESTION # 100

Your scenario includes deploying a new knowledge base for self-service customer support. Which channel- specific cut-over requirement promotes awareness and utilization?

- A. Integrating knowledge base articles within relevant chat conversations and case workflows.
- B. Conducting user training and awareness campaigns highlighting the new knowledge base and its benefits.
- C. All of the above, creating a multi-pronged approach to encourage self-service adoption through the new knowledge base.
- D. Providing prominent access points to the new knowledge base across various customer-facing channels.

Answer: C

Explanation:

encourage self-service adoption through the new knowledge base
Comprehensive Detailed Explanation with References:
Promoting awareness and utilization of a new knowledge base for self-service customer support involves several strategies: A. Integrating knowledge base articles within chat conversations and case workflows enhances relevance and timely assistance. B. Providing prominent access points across customer-facing channels ensures that customers can easily find and use the knowledge base. C. Conducting user training and awareness campaigns increases familiarity with the knowledge base's features and benefits. Implementing all these approaches simultaneously offers a comprehensive strategy to maximize adoption and effectiveness of the new resource.

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

NEW QUESTION # 101

The consultant should suggest using a record-triggered flow to detect keywords and assign the case to a specialist queue that matches the keyword. This is the most effective approach to address the issue of long response times due to frequent case transfers. A client wants to use structured content to provide a rich end user experience will consistency and faster service in their messaging channels.

The centipen Messaging for Web, Messaging for In-App, and Enhanced Facebook messaging Which capability should a consultant recommend?

- A. Quick Texts for Messaging in the Service Console
- B. The Messaging for Agents guided flow in the Service Console
- C. Interactive Messaging Components in the Service Connect

Answer: C

Explanation:

Reference: <https://www.salesforce.com/products/service-cloud/features/>

NEW QUESTION # 102

The company wants to assess brand loyalty and potential for referrals. Which KPI is most relevant?

- A. Case Resolution Rate
- B. Average Contact Handle Time (AHT)
- C. Net Promoter Score (NPS)
- D. Customer Satisfaction (CSAT) Score

Answer: C

Explanation:

The Net Promoter Score (NPS) is a critical KPI for assessing brand loyalty and the likelihood of customers to refer others to a business. NPS measures how likely customers are to recommend a company's product or service to others, serving as a strong indicator of customer loyalty and overall satisfaction with the company. Thus, "B. Net Promoter Score (NPS)" is the most relevant KPI for assessing brand loyalty and potential for referrals.

Reference: Salesforce Blog on Net Promoter Score

NEW QUESTION # 103

The customer needs real-time sentiment analysis during calls. Which third-party integration could be beneficial?

- A. Zendesk
- B. Genesys Cloud CX
- C. Zoom
- D. Google Cloud AI

Answer: D

Explanation:

Google Cloud AI offers powerful tools for real-time sentiment analysis during calls, making it a beneficial third-party integration for Salesforce Contact Centers. By integrating Google Cloud AI, organizations can analyze voice interactions in real-time to detect customer sentiment, helping agents understand and react to customer emotions and concerns more effectively during the conversation. This integration can enhance customer service by providing deeper insights into customer needs and improving response strategies.

References: <https://cloud.google.com/solutions/contact-center>

NEW QUESTION # 104

Your customer wants to offer 24/7 omnichannel support with personalized interactions. Which Salesforce feature best addresses this?

- A. Omni-Channel Routing
- B. Customer Community
- C. Service Cloud Einstein
- D. Case Management

Answer: C

Explanation:

Reference: Salesforce Service Cloud Einstein

NEW QUESTION # 105

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