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Salesforce Contact Center Accredited Professional Sample Questions (Q66-Q71):

NEW QUESTION # 66

(a) Executing test reports and verifying that they generate as expected with accurate data and relevant visualizations.

- A. Reviewing report builder configurations and data source connections to ensure alignment with defined reporting requirements.

- B. Analyzing system logs and report execution history to identify any errors or missing data within generated reports.
- C. All of the above, combined for a comprehensive assessment of report availability, accuracy, and functionality within the new system.
- **D. All of the above, combined for a comprehensive assessment of report availability, accuracy, and functionality within the new system.**

Answer: D

Explanation:

Assessing the functionality and accuracy of reports in a new system involves multiple checks. Reviewing report builder configurations and data source connections ensures that the foundation for reporting is correctly set up. Executing test reports checks for data accuracy and the relevance of visualizations. Analyzing system logs and report execution history helps identify any operational issues. Therefore, "D. All of the above, combined for a comprehensive assessment of report availability, accuracy, and functionality within the new system" accurately describes the necessary steps for thorough report validation.

Reference: Salesforce Reports and Dashboards

NEW QUESTION # 67

The customer prioritizes routing cases to agents based on language skills and technical expertise. Which routing logic requirement should be emphasized?

- A. Emphasize case escalation based on SLA breaches and time to resolution.
- **B. Configure skill-based routing with agent profiles mapped to specific languages and specialties.**
- C. Implement round-robin routing to distribute cases evenly among agents.
- D. Utilize presence-based routing to connect available agents regardless of expertise.

Answer: B

Explanation:

Skill-based routing is crucial for prioritizing case assignments based on agent competencies, such as language skills and technical expertise. By configuring agent profiles within Salesforce and mapping these profiles to specific skills, cases can be automatically routed to the most qualified agents. This method ensures that customers receive the best possible service from agents who are most capable of addressing their specific needs, enhancing both efficiency and customer satisfaction.

NEW QUESTION # 68

Your scenario involves assigning chats and emails to available agents based on skill sets. Which feature facilitates this?

- **A. All of the above, working together for optimal multi-channel task assignment and routing.**
- B. Skill-based routing leveraging agent skill profiles to match tasks with qualified individuals.
- C. Presence-based routing automatically assigning tasks based on agent availability.
- D. Omni-Channel Presence States indicating online and offline agent status for different channels.

Answer: A

Explanation:

Assigning chats and emails based on agent skills involves multiple features:

A: Presence-based routing ensures tasks are assigned only when agents are available.

B: Omni-Channel Presence States help manage which agents are online and ready to take on tasks across different channels.

C: Skill-based routing leverages agent skill profiles to match them with tasks they are qualified to handle.

Integrating these features provides a robust system that ensures tasks are assigned efficiently and effectively to the right agents at the right time.

NEW QUESTION # 69

The correct steps for UC to create a service report with 50 object references are

A consultant has cloned a standard bot as an Enhanced Bot for Universal Containers inbound conversations, which created a simple Omni-Channel flow for the bot. What does the consultant need to specify to use this flow in the channel setting other than selecting the flow?

- A. Route Work Item
- B. Inbound Flow Action
- C. Fallback Queue

Answer: A

Explanation:

For the consultant who has cloned a standard bot to an Enhanced Bot for Universal Containers, specifying the "Route Work Item" setting in the channel setup is necessary after selecting the flow. This setting is crucial as it defines how work items, such as service requests or customer interactions, are routed through Omni-Channel, ensuring that the Enhanced Bot's flow directs interactions appropriately to available agents or queues.

NEW QUESTION # 70

Your deployment involves migrating external system integrations. Which data preparation step helps maintain connection accuracy and functionality?

- A. Mapping and verifying field names and data formats between the Contact Center system and external integrations to ensure compatibility.
- B. Documenting API configurations and connection details for external integrations after successful migration and testing.
- C. All of the above, contributing to a smooth and seamless transition with reliable external system integrations within the new Contact Center system.
- D. Testing data exchange with external systems through mock scenarios and sample data transfers before the actual migration.

Answer: C

Explanation:

Ensuring the accuracy and functionality of external system integrations during a migration involves comprehensive preparation:

A: Mapping and verifying field names and data formats ensures compatibility between systems.

B: Testing data exchange with external systems through mock scenarios validates the integration before live deployment.

C: Documenting API configurations and connection details provides a reference for maintaining and troubleshooting integrations post-migration.

These steps collectively ensure a smooth transition and reliable operation of external system integrations in the new Contact Center system.

NEW QUESTION # 71

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