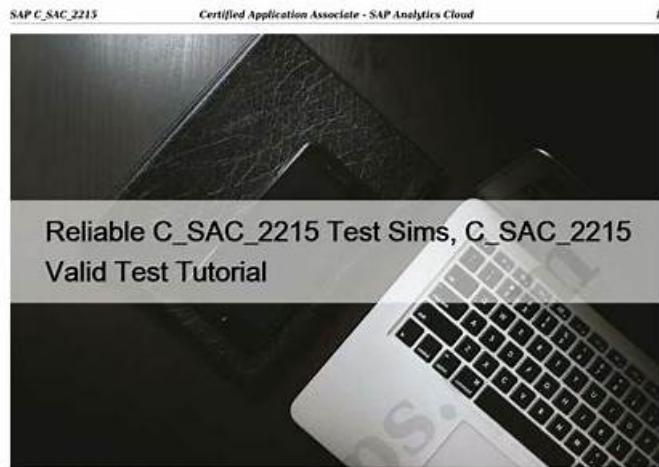


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Salesforce Contact Center Accredited Professional Sample Questions (Q25-Q30):

NEW QUESTION # 25

The consultant should instruct agents to access the call transcripts configured in Amazon Connect within the Conversation Component in Service Console.

Ursa Major Solar's Contact Center has a large volume of customers, and the company to strengthen loyalty, increase case deflection, and increase customer retention by implementing a customer portal.

Which Experience Cloud template should a consultant recommend

- A. Help Center
- B. Customer Account Portal
- C. Customer Service

Answer: A

Explanation:

For Ursa Major Solar's objective to strengthen loyalty, increase case deflection, and improve customer retention, the consultant should recommend using the "Help Center" template from Experience Cloud. This template is designed specifically for customer support, providing features such as FAQs, articles, and community forums, which empower customers to find answers independently. Implementing a customer portal using the Help Center template can effectively reduce the volume of direct inquiries, promoting case deflection and enhancing customer satisfaction through efficient self-service options.

Reference: https://help.salesforce.com/s/articleView?id=sf.networks_choose_template.htm

NEW QUESTION # 26

The release management plan needs to be adaptable to unforeseen changes or challenges. Which element facilitates flexibility and responsiveness?

- A. Clearly defined communication channels and escalation procedures for unforeseen issues.
- B. A collaborative work environment and open communication among stakeholders.
- C. Detailed and rigid schedule with no room for modifications or adjustments.
- D. Regular risk assessments and contingency plans for potential challenges and roadblocks.

Answer: B

Explanation:

Flexibility and responsiveness in a release management plan are critical for adapting to unforeseen changes and challenges. This requires not just detailed plans, but also the infrastructure to adapt such as clear communication channels, regular risk assessments, and a collaborative work environment. "D. A collaborative work environment and open communication among stakeholders" facilitates this adaptability by ensuring that all parties are engaged and can respond quickly to any necessary changes or adjustments.

Reference: Salesforce Change Management

NEW QUESTION # 27

The most standard metric a consultant should focus on improving to reduce cost per case in the contact center is Average Handle Time (AHT).

Ursa Major Solar is advised by a consultant to utilize Continuous

Integration (CI) during its Contact Center implementation project. However, some of the stakeholders are not familiar with it and are questioning the benefits it yields.

What should the consultant outline as the advantage of a CI process to the customer?

- A. Creates and deletes package versions in each testing environment
- B. Ensures application quality before any corrupt change can get into the Source..
- C. Organizes source development into package directories

Answer: B

Explanation:

The primary advantage of a Continuous Integration (CI) process in the context of a Contact Center implementation project is that it ensures application quality before any corrupt change can get into the source. CI involves automatically testing any changes made to

the application codebase as soon as they are submitted. This allows for immediate feedback on the impact of new changes, ensuring that errors are caught early and can be addressed before they affect the main branch or end-users. CI supports a stable development environment, promotes more frequent code releases, and maintains high quality and reliability of the application, which are crucial in a dynamic customer service environment.

Reference: <https://developer.salesforce.com/>

NEW QUESTION # 28

Out of the listed options, the most effective combination of features/capabilities to improve UMS's call handling speed and efficiency is:

1. Service Cloud Voice:

- * Streamlines inbound and outbound calling within Salesforce, eliminating context switching and improving agent productivity.
- * Offers features like call recording, transcription, and click-to-dial for faster call handling.

2. Omni-Channel:

- * Intelligently routes calls to the most qualified agents based on skills, availability, and workload, ensuring faster issue resolution.

* Provides real-time insights into agent performance and call metrics for effective management.

3. Einstein Bots:

* Handles simple inquiries and FAQs, deflecting calls from agents and reducing queue wait times.

* Can handle tasks like scheduling appointments, providing basic account information, or collecting initial issue details, freeing up agents for complex issues.

During a design workshop, Ursa Major Solar (UMS) indicates to a consultant that many cases around the same topic, which is usually an outage. Currently the customer service agents need to respond to each and every case separately, which takes a large amount of time. They would like to be able to collect these cases together and send a message that would be received by all customers.

Which incident management feature should the consultant recommend

UMS for direct communication with customers?

- A. Broadcast Alert
- B. Broadcast Email
- C. Broadcast Site Banner

Answer: A

Explanation:

To address the need for mass communication during common issue occurrences like outages, the consultant should recommend the Broadcast Alert feature in Salesforce Incident Management. This feature allows Ursa Major Solar to send a real-time alert to all affected customers quickly and efficiently. Broadcast Alerts are useful for providing immediate updates, instructions, or solutions to customers impacted by the same issue, thus reducing the need for individual case responses and significantly saving time.

NEW QUESTION # 29

While all listed KPIs have relevance, the most suitable set for Ursa Major Solar's goals (enhanced customer satisfaction & loyalty, cost streamlining) should prioritize these areas:

A Ursa Major Solar recently hired many new agents to handle seasonal peak volumes in the voice channel.

- A. Build Omni-Channel routing flow and add all senior agents to the direct to agent routing proceed
- B. Update the organization-wide sharing setting for use Presence to Public Read City
- C. Assign Read All data access to all voice agents

Answer: A

Explanation:

For Ursa Major Solar, after hiring many new agents to handle increased call volumes, the most effective strategy is to build an Omni-Channel routing flow and include all senior agents in the direct-to-agent routing protocol. This approach ensures that experienced agents are prioritized for more complex calls, helping to maintain high quality of service during peak periods. Omni-Channel routing efficiently distributes incoming calls based on agent expertise, availability, and workload, which helps to manage the increased volume without compromising service quality.

NEW QUESTION # 30

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