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Salesforce Salesforce-Contact-Center Exam Syllabus Topics:

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

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Salesforce Contact Center Accredited Professional Sample Questions (Q199-Q204):

NEW QUESTION # 199

Your data includes sensitive customer information. Which security mechanism protects data during migration?

- A. Data anonymization or pseudonymization masking sensitive information during migration and storage.
- B. Data encryption at rest and in transit via SSL/TLS protocols.
- C. All of the above, forming a multi-layered approach to data security during and after migration.
- D. User permissions and field-level security restricting access to sensitive data within Salesforce.

Answer: C

Explanation:

Ensuring the security of sensitive customer data during migration requires a multi-layered approach. Data encryption both at rest and in transit, via SSL/TLS protocols, ensures the data is protected against unauthorized access during transfer. User permissions and field-level security within Salesforce restrict access to sensitive data. Data anonymization or pseudonymization techniques mask sensitive information, providing additional privacy. " D. All of the above, forming a multi-layered approach to data security during and after migration " offers comprehensive protection for sensitive data throughout the migration process.Reference: Salesforce Data Security

NEW QUESTION # 200

The customer requests a single view of customer interactions across all channels. Which Salesforce feature best addresses this need?

- A. Implement the Customer Community for forum discussions and support ticket submission.
- B. Configure a Knowledge Base with searchable articles and FAQs for self-service options.
- C. Integrate Salesforce with a Customer Relationship Management (CRM) system for a combined customer profile.
- D. Utilize Omni-Channel Routing to unify case routing and agent availability across channels.

Answer: D

NEW QUESTION # 201

The best practice that the consultant should observe when configuring case escalation rules is:

Create a catch-all Rule Entry at the end of the sort order so that if no other entry is met, a case still gets evaluated.

Which routing type does a consultant need to use to facilitate a transfer of an Enhanced B conversation to a Queue?

- A. Dialog
- B. Omni-Channel Flow
- C. Queue

Answer: B

Explanation:

To facilitate a transfer of an Enhanced Bot conversation to a Queue, a consultant needs to use Omni-Channel Flow. Omni-Channel Flow enables dynamic routing capabilities that can be adjusted according to the complexity of the conversation and the availability of agents. By using an Omni-Channel Flow, the consultant can configure a specific action to route the work item directly to the

designated queue, ensuring that the conversation is transferred to the correct queue where agents are available to handle the case. This routing type effectively manages workload distribution and prioritizes tasks based on agent skills and queue availability.

NEW QUESTION # 202

The customer requires advanced customization for specific workflows. What is the best approach?

- A. Third-party development
- B. Out-of-the-box configuration
- C. Salesforce Flow
- D. Custom Apex coding

Answer: D

Explanation:

Reference: Salesforce Developers on Apex

NEW QUESTION # 203

You need to validate automated case escalation. Which tool helps monitor and assess this process?

- A. Monitoring Escalation History related list within case records to track escalation triggers and actions taken.
- B. Supervisor Console providing insights into case status, queue information, and escalation triggers.
- C. Utilizing reporting tools to analyze trends and patterns in case escalation frequency and reasons.
- D. All of the above, offering complementary perspectives on automated case escalation effectiveness and potential adjustments.

Answer: D

Explanation:

Monitoring and validating automated case escalation effectively involves using multiple tools that offer various insights into the process:

A: Monitoring Escalation History related list within case records helps track escalation triggers and actions, providing a direct audit trail for each case.

B: Utilizing reporting tools to analyze trends in case escalation provides insights into frequency, reasons, and potential areas for process improvement.

C: Supervisor Console offers real-time insights into case statuses, including escalations, enabling supervisors to oversee and adjust processes as needed.

Combining these tools provides a holistic view of case escalation effectiveness and helps in identifying and implementing necessary adjustments.

NEW QUESTION # 204

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