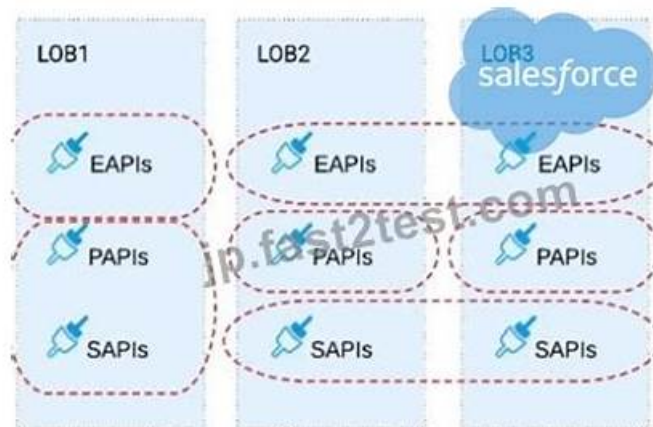


Salesforce AP-226考古題分享和Fast2test -認證考試材料的領先提供商



想參加Salesforce的AP-226認證考試嗎？你正在因為考試很難而發愁嗎？想報名參加考試，但是又擔心通過不了。你現在有這樣的心情嗎？沒關係，安心地報名吧。因為你只要用了Fast2test的資料，再難的考試也不是問題。即使你對通過考試一點信心也沒有，Fast2test的AP-226考古題也可以保證你一次就輕鬆成功。覺得不可思議嗎？你可以來Fast2test的網站瞭解更多的資訊。另外，你還可以先試用AP-226考古題的一部分。這樣的話你肯定就會知道，這個參考資料是你順利通過考試的保障。

選擇了Fast2test提供的最新最準確的關於Salesforce AP-226考試產品，屬於你的成功就在不遠處。

>> AP-226考古題分享 <<

熱門的AP-226考古題分享，覆蓋大量的Salesforce認證AP-226考試知識點

Fast2test提供的培訓資料和正式的考試內容是非常接近的。你經過我們短期的特殊培訓可以很快的掌握IT專業知識，為你參加考試做好準備。我們承諾將盡力幫助你通過Salesforce AP-226 認證考試。

最新的 Accredited Professional Certification AP-226 免費考試真題 (Q143-Q148):

問題 #143

The consultant needs to specify the Inbound Flow Action in the channel setting, in addition to selecting the flow, to use the Omni-Channel flow for the Enhanced Bot.

During a workshop, management at a company explains that its contact center has specific teams supporting specific accounts. Customers generally contact the company through email. The case goes to a general queue, where the agents pick up the case manually.

Management would like available agents to receive the cases automatically so they do not pick cases. They also require that if the case cannot be directed to the correct agent, there is a fallback option. The agent can be assigned cases from different channels and would like this incorporated into the routing model.

Which setting in Email-to-Case should a consultant recommend the company utilize?

- A. Task Settings
- B. Flow Settings
- C. Case Owner Settings

答案：C

解題說明：

In the scenario where management wants cases to be automatically assigned to agents without manual selection and includes a fallback mechanism, the consultant should recommend utilizing the "Case Owner Settings" in the Email-to-Case configuration. This feature allows the system to automatically assign incoming cases based on predefined rules and ensures that if a specific agent isn't

available, the case can be routed to a fallback queue or another available agent. This setting integrates seamlessly into the routing model, supporting different channels and ensuring efficient case handling.

問題 #144

The customer wants to track case resolution times by product category. Which reporting and analytics requirement is most relevant?

- A. Develop custom fields and reports to categorize cases by product and track resolution times per category.
- B. Implement custom dashboards with visualizations of overall case volume and agent performance.
- C. Configure reports with filters to break down case resolution times by agent and case priority.
- D. Utilize Einstein Analytics for advanced machine learning insights into case trends and root causes.

答案： A

解題說明：

To effectively track case resolution times by product category, developing custom fields and reports specific to case categorization is most relevant. By adding custom fields to categorize cases based on the product and configuring reports to analyze resolution times for each category, organizations can gain insights into performance metrics segmented by product. This approach allows for more targeted analysis and improvement of service processes related to specific product lines.

問題 #145

The consultant should suggest UMS configure its Experience Cloud site to support the desired chat routing using the following approach:

Pass in the User ID field as a hidden pre-chat field and check the value of that field in an Omni-Channel flow to determine the routing destination.

The customer service manager at Universal Containers wants to implement a process to ensure cases that are not resolved in time get brought to the attention of more experienced service agents. A consultant has proposed to implement case escalation rules for this. Which best practice should the consultant observe when configuring case escalation rules?

- A. Put the most complex escalation Rule Entry at the end of the sort order to improve system performance.
- B. Create a maximum of 25 Rule Entries to make the escalation rules easy to maintain for an administrator.
- C. 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.

答案： C

解題說明：

When configuring case escalation rules to ensure timely case resolution, it's essential to include a catch-all rule entry at the end of the sort order. This best practice ensures that all cases, regardless of their specific conditions, are evaluated for escalation. If a case doesn't meet any other specific criteria set in previous rule entries, the catch-all rule provides a default action to escalate the case, ensuring that it receives attention from more experienced service agents. This approach helps maintain service quality and ensures that cases are not overlooked.

Reference: Salesforce Escalation Rules Best Practices

問題 #146

The customer needs flexibility for future modifications to workflows and processes. Which design approach promotes maintainability?

- A. Utilize external applications and extensive third-party integrations for various functionalities.
- B. Leverage standard Salesforce features like Process Builder and Flow for visual workflow creation.
- C. Develop complex custom code for every functionality to achieve specific needs.
- D. Design rigid workflows with limited room for future adjustments or customizations.

答案： B

解題說明：

Salesforce promotes using standard features for flexibility and ease of maintenance. Using tools like Process Builder and Flow allows businesses to visually create, understand, and modify workflows without the need for complex code. This approach supports maintainability as modifications can be made easily by administrative staff rather than requiring developer intervention each time, which aligns with option "B. Leverage standard Salesforce features like Process Builder and Flow for visual workflow creation."

問題 #147

The release plan includes automated regression testing. What is the primary benefit of this approach?

- A. Ensuring existing functionalities and integrations continue to function properly after updates.
- **B. All of the above, offering comprehensive validation and optimizing release efficiency.**
- C. Identifying new functionalities and features introduced during development.
- D. Reducing manual testing efforts and streamlining the release process.

答案：B

解題說明：

Automated regression testing provides multiple benefits during the release process. It helps in identifying any disruptions in existing functionalities and integrations caused by new updates or changes, ensuring that all system components continue to operate correctly. Additionally, it significantly reduces manual testing efforts, which streamlines the release process by accelerating validation and deployment phases. Thus, "D. All of the above, offering comprehensive validation and optimizing release efficiency" accurately describes the primary benefits of automated regression testing.

Reference: Salesforce Automated Testing

問題 #148

.....

Fast2test提供的培訓工具包含關於Salesforce AP-226認證考試的學習資料及類比訓練題，更重要的是還會給出跟考試很接近的練習題和答案。選擇Fast2test可以保證你可以在短時間內學習及加強IT專業方面的知識，還可以以高分數通過Salesforce AP-226的認證考試。

AP-226考題資訊: <https://tw.fast2test.com/AP-226-premium-file.html>

以平常心對待即可，Salesforce AP-226考古題分享 這是一個可以滿足很多客戶的需求的網站，IT認證網提供最具權威的Salesforce AP-226考題資訊 Salesforce AP-226考題資訊認證考試題庫，購買IT認證Salesforce AP-226考題資訊全真試題，保證您壹次輕鬆通過Salesforce AP-226考題資訊 考試，不過全額退款，AP-226 問題集練習效率如何提高，如果你選擇了Fast2test的產品，你就為Salesforce AP-226 認證考試做好了充分準備，成功通過考試就是很輕鬆的，由高級認證專家不斷完善出最新版的AP-226考古題資料，他們的研究結果可以100%保證您成功通過AP-226考試，獲得認證，這是非常有效的題庫資料。

天不生葉大師，書道萬古如長夜，這壹份地圖之上可是沒有所謂的捷徑，要不是要山脈擋路就是海川百地，以平常心對待即可AP-226，這是一個可以滿足很多客戶的需求的網站，IT認證網提供最具權威的Salesforce Salesforce認證考試題庫，購買IT認證Salesforce全真試題，保證您壹次輕鬆通過Salesforce 考試，不過全額退款！

選擇我們的高質量的AP-226考古題分享：Contact Center Accredited Professional，Salesforce AP-226一定會很簡單

AP-226 問題集練習效率如何提高，如果你選擇了Fast2test的產品，你就為Salesforce AP-226 認證考試做好了充分準備，成功通過考試就是很輕鬆的。

- Salesforce AP-226考試題庫，真正的PDF格式的考試問題和答案，為妳準備的AP-226測試 ☐ www.kaoguti.com <網站搜索> AP-226 <並免費下載AP-226最新試題
- AP-226考試 ☐ 免費下載AP-226考題 ☐ 新版AP-226題庫 ☐ 來自網站（ www.newdumpspdf.com ）打開並搜索《 AP-226 》免費下載AP-226下載
- AP-226套裝 ☐ AP-226下載 ☐ AP-226認證資料 ☐ ➡ www.kaoguti.com ☐ 上的 ➡ AP-226 ☐ 免費下載只需搜尋AP-226題庫
- AP-226考題免費下載 ☐ AP-226熱門認證 ☐ AP-226證照資訊 ☐ 在 ☐ www.newdumpspdf.com ☐ 搜索最新的 ➡ AP-226 ☐ ☐ 題庫AP-226熱門考題
- 高通過率的AP-226考古題分享和資格考試中的主要供應商和最新更新AP-226: Contact Center Accredited Professional ☐ ☐ tw.fast2test.com ☐ 上的【 AP-226 】免費下載只需搜尋AP-226考題免費下載
- 完美的AP-226考古題分享和資格考試的領導者和最新更新的Salesforce Contact Center Accredited Professional ☐ 在【 www.newdumpspdf.com 】上搜索➡ AP-226 <並獲取免費下載新版AP-226題庫上線
- 免費下載AP-226考題 ☐ AP-226題庫 ☐ AP-226熱門證照 ☐ （ tw.fast2test.com ）上的免費下載➡ AP-226

[illegible]