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Salesforce AP-226 Exam Syllabus Topics:

Section Weight

Objectives

		- Validation and Migration • 1. Validate deployment requirements • 2. Prepare systems for data migration
Deploy	10%	- Deployment Planning • 1. Identify deployment processes • 2. Document cut-over requirements - Self-Service and Automation • 1. Configure self-service functionality • 2. Configure bots functionality • 3. Configure case management functionality - Communication Channels • 1. Configure voice functionality • 2. Configure Omni-Channel functionality • 3. Configure email functionality • 4. Configure messaging channels
Implement	41%	- Data and Migration • 1. Validate integrations and configurations • 2. Determine data migration strategies - Core Contact Center Configuration • 1. Configure basic Contact Center functionality • 2. Configure business processes • 3. Validate Contact Center metrics - Contact Center Capabilities • 1. Define persona-based user experiences • 2. Determine future functionality usage • 3. Evaluate standard Contact Center functionality
Design	29%	- Implementation Planning • 1. Create release management strategies • 2. Define KPI measurement methods • 3. Design implementation plans - Solution Design • 1. Apply standard data models and best practices • 2. Map Contact Center functionalities to requirements • 3. Design scalable and maintainable solutions

- KPIs and Success Metrics

- 1. Prioritize business success measurements
- 2. Identify key performance indicators

- Customer Use Cases and Stakeholders

Discovery 20%

- 1. Define personas and stakeholders
- 2. Conduct customer discovery interviews

- Business Requirements

- 1. Analyze business processes and channels
- 2. Determine routing logic requirements
- 3. Identify required features and capabilities

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Salesforce Contact Center Accredited Professional Sample Questions (Q181-Q186):

NEW QUESTION # 181

You're deploying a new routing rule for social media inquiries. Which channel-specific cut-over requirement helps maintain efficient social media messaging?

- A. Ensuring seamless continuity of ongoing social media conversations during the cut-over process.
- B. Pre-populating agent dashboards with relevant information about incoming social media interactions.
- C. Automating case creation and assignment based on social media message content and customer profiles.
- **D. All of the above, contributing to a smooth and efficient transition for handling social media inquiries.**

Answer: D

Explanation:

Efficiently managing the transition of social media messaging in a new routing setup involves several strategies:

A: Pre-populating agent dashboards with relevant information enhances readiness to handle incoming interactions effectively.

B: Ensuring seamless continuity of ongoing conversations during the cut-over minimizes disruption to customer communications.

C: Automating case creation and assignment based on social media content and customer profiles streamlines the response process.

Combining these approaches ensures that social media inquiries are managed smoothly and efficiently during and after the transition.

NEW QUESTION # 182

The customer prioritizes cost optimization and efficient resource allocation. Which design aspect contributes to this?

- A. Develop extensive custom functionalities with high implementation and maintenance costs.
- **B. Leverage standard Salesforce features and pre-built functionalities to avoid custom development.**
- C. Implement resource-intensive automations without considering their impact on operational cost.
- D. Optimize agent schedules and routing based on real-time call volume and workload.

Answer: B

Explanation:

Focusing on cost optimization and efficient resource allocation, leveraging standard Salesforce features and pre-built functionalities is

the most effective approach. This design aspect minimizes the need for extensive custom development, which can be costly and resource-intensive to maintain. By using built-in capabilities, organizations can take advantage of Salesforce's robust platform, ensuring that they are using reliable, tested solutions that integrate seamlessly without the additional overhead associated with custom solutions.

NEW QUESTION # 183

Your customer wants to offer phone and email support during business hours only, while offering chat support 24/7. Which channel support requirement best aligns with this need?

- **A. Configure separate queues for each channel with specific business hours.**
- B. Utilize dynamic agent availability and presence routing across all channels.
- C. Set automatic case deflection rules for common issues on chat after business hours.
- D. Implement a third-party chat solution with 24/7 availability integration.

Answer: A

Explanation:

Configuring separate queues for each support channel with designated business hours allows for tailored management of availability per service requirement. This setup enables organizations to offer phone and email support during standard business hours and continuous chat support around the clock. Each queue can have its unique operational hours and staffing strategies, ensuring that resources are aligned with customer expectations and demand for each communication channel.

NEW QUESTION # 184

The customer requires secure access control for sensitive customer data

a. Which data model element contributes to data security?

- **A. Configure field-level security to grant selective access to sensitive data based on user roles and permissions.**
- B. Implement third-party data encryption solutions for additional security layers.
- C. Store all customer data in one field without any segregation or access control mechanisms.
- D. Utilize custom fields to capture all types of customer information without access restrictions.

Answer: A

Explanation:

Field-Level Security (FLS) in Salesforce is essential for controlling access to sensitive data. It allows administrators to specify which fields are visible and editable by which users or profiles. This ensures that sensitive customer information is only accessible to authorized personnel, thereby contributing significantly to data security. Option "B. Configure field-level security to grant selective access to sensitive data based on user roles and permissions" is the correct choice as it directly addresses the requirement for secure access control within the Salesforce data model.

Reference: Salesforce Documentation on Field-Level Security

NEW QUESTION # 185

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

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

Answer: A

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 # 186

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