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AP GOV CRAM EXAM REVIEW NEWEST 2024 QUESTIONS AND CORRECT VERIFIED ANSWERS

Federal Mandates - ANSWER-Regulations that the national government imposes on state and local governments

categorical grants - ANSWER-Federal grants for specific purposes, such as building an airport

Block Grants - ANSWER-Federal grants given more or less automatically to states or communities to support broad programs in areas such as transportation

Revenue Sharing - ANSWER-The distribution of a portion of federal tax revenues to state and local governments.

14th Amendment - ANSWER-Citizenship Clause, Due Process Clause applies to the States, Equal Protection Clause and Privileges and Immunities Clause

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Salesforce Contact Center Accredited Professional Sample Questions (Q148-Q153):

NEW QUESTION # 148

Validating business processes involves testing workflows and flow logic. Which tool helps with this?

- A. Conducting user testing sessions with agents to gather feedback on the process experience and effectiveness.
- B. Monitoring case history and chat transcripts within Salesforce to review process actions and outcomes.
- C. Utilizing Flow Debugger tool to visualize execution steps, identify errors, and optimize flow processes.
- D. All of the above, offering complementary perspectives for analyzing and refining business process functionality.

Answer: D

Explanation:

Validating business processes requires a multi-faceted approach. Monitoring case history and chat transcripts provides insights into process outcomes, Flow Debugger helps identify errors and optimize processes during testing, and user testing sessions collect qualitative feedback from end-users. Therefore, "D. All of the above, offering complementary perspectives for analyzing and refining business process functionality" encompasses all necessary methods to ensure comprehensive testing and validation of business processes.

Reference: Salesforce Flow Debugger

NEW QUESTION # 149

The consultant should recommend the company utilize Flow Settings in Email-to-Case to meet their requirements.

A customer service manager wants to implement a process where a case gets reassigned to a higher support tier if it is not resolved within a given service-level agreement (SLA) timeline. Which solution should a consultant propose to set this process up?

- A. The consultant should propose creating an Escalation Rule Entry to set up
- B. Create a Quick Action for escalating a case and set up Conditional Visibility Rule to show the Quick Action after a case has passed SLA times Create a record-triggered flow that gives cases an escalated status if it is still open a pa A times.
- C. Create an Escalation Rule Entry and configure it so that cases get an escalated status of the case is still open after passing SLA times.

Answer: A

Explanation:

For managing cases based on service-level agreements (SLAs) where a case needs to be reassigned to a higher support tier if not resolved within the specified time, the appropriate solution is to use Escalation Rules. Escalation Rules in Salesforce allow you to automatically escalate cases based on criteria such as case age, ensuring that SLA timelines are adhered to. The rule can be set to change the assignment of the case to a higher tier support group or individual when the case remains open past the SLA threshold.

Reference: Salesforce Escalation Rules

NEW QUESTION # 150

Validating messaging channel functionality involves testing message delivery and content accuracy. Which tool helps with this?

- A. Monitoring chat logs and transcripts within Salesforce to review message content and delivery status.
- B. All of the above, offering a comprehensive approach to validate message delivery, content accuracy, and user experience.
- C. Conducting user testing sessions with real customers to gather feedback on the messaging experience and content clarity.
- D. Utilizing third-party testing tools like Twilio Sandbox or MessageBird to send test messages and verify delivery.

Answer: B

Explanation:

Validating messaging channel functionality effectively requires a combination of different tools and methods. Monitoring chat logs and transcripts within Salesforce provides direct insight into message content and delivery status. Third-party testing tools like Twilio Sandbox or MessageBird offer environments to test message delivery and functionality under controlled conditions. Conducting user testing sessions with real customers gathers valuable feedback on the actual messaging experience and content clarity. Therefore, "D.

All of the above, offering a comprehensive approach to validate message delivery, content accuracy, and user experience" covers all necessary aspects for thorough validation.

Reference: Salesforce Messaging

NEW QUESTION # 151

The company aims to reduce operational costs. Which KPI is most relevant to track their progress?

- A. Customer Acquisition Cost (CAC)
- **B. Average Cost per Case (CPAC)**
- C. Agent Resolution Rate
- D. Employee Turnover Rate

Answer: B

Explanation:

The Average Cost per Case (CPAC) is the most relevant KPI for tracking progress in reducing operational costs within a contact center. This metric provides a clear measurement of the cost associated with resolving each customer case, taking into account all resources utilized in the process. Monitoring and optimizing CPAC can help a company identify areas where efficiencies can be improved, thus directly contributing to the reduction of operational costs.

NEW QUESTION # 152

The company aims to track the impact of Salesforce Contact Center on revenue generation. Which KPI should be considered?

- A. Number of Closed Won Deals
- **B. Contact Center Conversion Rate**
- C. Customer Retention Rate
- D. Customer Lifetime Value (CLTV)

Answer: B

Explanation:

To track the impact of the Salesforce Contact Center on revenue generation, the Contact Center Conversion Rate is an appropriate key performance indicator (KPI). This metric measures the percentage of contacts handled by the contact center that result in a sale or desired outcome, directly linking contact center activities to revenue generation. It provides insight into how effectively the contact center contributes to the company's bottom line by converting inquiries into transactions.

NEW QUESTION # 153

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