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Salesforce Contact Center Accredited Professional Sample Questions (Q193-Q198):

NEW QUESTION # 193

Your bot design includes integration with external systems for data retrieval. Which security protocol safeguards data exchange?

- A. All of the above, forming a multi-layered security approach for data exchange with external systems.

- B. Field-Level Encryption selectively encrypting sensitive data fields within the bot's data storage.
- C. Secure Sockets Layer (SSL) encryption protecting data transmission between the bot and external systems.
- D. API authentication mechanisms ensuring authorized access and verification for data exchange.

Answer: A

Explanation:

A robust security protocol for data exchange with external systems in bot integrations includes multiple layers:

A: SSL encryption protects data in transit between the bot and external systems, ensuring confidentiality and integrity.

B: API authentication mechanisms control and verify access, maintaining secure connections only with authorized systems.

C: Field-Level Encryption provides an additional layer by encrypting sensitive data within the bot's storage, safeguarding information at rest.

This multi-layered security approach ensures comprehensive protection of data throughout the interaction and storage lifecycle.

NEW QUESTION # 194

Your requirements include call deflection through IVR (Interactive Voice Response). Which tool is best suited for this?

- A. Einstein Bots programmed to understand spoken language and handle inquiries without agent intervention.
- B. All of the above, depending on the complexity of the desired IVR functionalities.
- C. Process Builder sequences defining IVR menus and routing options based on caller selections.
- **D. Flow Builder with visual drag-and-drop interface for designing and configuring IVR menus.**

Answer: D

Explanation:

Flow Builder is best suited for designing and configuring IVR (Interactive Voice Response) systems due to its visual drag-and-drop interface. This tool allows for easy creation of complex IVR menus and routing options based on caller selections, facilitating effective call deflection and ensuring callers can resolve their inquiries without needing direct agent interaction.

NEW QUESTION # 195

Your requirements include chatbot integration for self-service support. Which Salesforce platform facilitates this?

- A. Flow Builder with chatbot elements for building conversational interfaces within flows.
- B. Lightning Web Components for developing custom chatbot interfaces integrated with Salesforce.
- **C. All of the above, providing various options for building and integrating chatbots into your self-service experience.**
- D. Einstein Bots with natural language processing and conversational AI capabilities.

Answer: C

Explanation:

Chatbot integration within Salesforce can be accomplished through several platforms. Einstein Bots offer natural language processing and AI capabilities for sophisticated conversational experiences. Flow Builder allows the creation of conversational interfaces within automated workflows, and Lightning Web Components can be used to build custom, integrated chat interfaces. Therefore, "D. All of the above, providing various options for building and integrating chatbots into your self-service experience" correctly describes the flexibility and range of tools available for chatbot integration.

Reference: Salesforce Einstein Bots

NEW QUESTION # 196

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

Answer: A

Explanation:

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.

NEW QUESTION # 197

You're migrating historical call recordings to Salesforce. Which storage option provides secure and scalable access?

- A. File attachments within Salesforce case records.
- B. Salesforce Platform Events or Queues for real-time data streaming and storage.
- **C. External cloud storage with Salesforce integration.**
- D. Salesforce Content Management System (CMS) for document and asset management.

Answer: C

Explanation:

When migrating historical call recordings, secure and scalable storage options are crucial. External cloud storage solutions, integrated with Salesforce, provide the best option for handling large volumes of data such as call recordings. These solutions offer scalability, security, and easy accessibility, which are necessary for effective data management within Salesforce environments. Thus, "B. External cloud storage with Salesforce integration" is the most suitable storage option for this purpose.

Reference: Salesforce Files and Content Management

NEW QUESTION # 198

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