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Salesforce Contact Center Accredited Professional Sample Questions (Q137-

Q142):

NEW QUESTION # 137

Your case management design includes knowledge base article recommendations within cases. Which Salesforce feature facilitates this?

- A. Case Escalation Rules automatically triggering article recommendations when specific criteria are met within a case.
- B. Web-to-Case forms embedded within Knowledge Base articles for easy case creation if the article doesn't resolve the issue.
- C. All of the above, offering options for integrating knowledge base recommendations and enhancing self-service within case management.

Answer: C

Explanation:
Salesforce Knowledge can be integrated directly into the case management process, enabling automated article recommendations based on the details of the case. Both options listed in the choices support this capability: A. Web-to-Case forms can be enhanced by embedding within Knowledge Base articles, helping users to create cases directly if articles do not resolve their issues, thus enhancing the self-service aspect and linking case creation with relevant knowledge directly. B. Case Escalation Rules can be configured to automatically trigger knowledge base article recommendations when specific criteria within a case are met. This ensures that users and support agents have the most relevant information at hand, potentially reducing resolution times and increasing customer satisfaction.
For more details, you can review the Salesforce documentation on integrating Knowledge with case management here:
https://help.salesforce.com/

NEW QUESTION # 138

The customer wants to measure the effectiveness of self-service options. Which metrics would be most relevant?

- A. Track the number of cases deflected by self-service compared to the total case volume.
- B. Monitor customer satisfaction surveys completed after using self-service options.
- C. All of the above, providing a comprehensive view of self-service effectiveness and user experience.
- D. Analyze average resolution times for cases initiated through self-service versus traditional channels.

Answer: C

Explanation:
Measuring the effectiveness of self-service options effectively involves tracking multiple metrics: the number of cases deflected by self-service tools, customer satisfaction ratings after using these options, and comparing resolution times between self-service and traditional support channels. This combination of metrics provides a holistic view of how well self-service options are meeting customer needs and where improvements might be necessary to enhance efficiency and user satisfaction.

NEW QUESTION # 139

The customer needs a single view of customer interactions across all channels. Which functionality best addresses this?

- A. Einstein Bots
- B. Case Management
- C. Customer Community
- D. Omni-Channel Routing

Answer: B

Explanation:
Case Management functionality in Salesforce is designed to provide a holistic view of customer interactions across all channels. It allows agents to manage and access all customer case information and interactions in one place, ensuring a seamless customer service experience. Therefore, "B. Case Management" is the most appropriate functionality to achieve a single view of customer interactions across various communication channels.
Reference: Salesforce Case Management

NEW QUESTION # 140

Ursa Major Solar (UMS) wants to offer the new Messaging for Web channel on its Azure based Experience Cloud site. However, UMS wants authenticated users to go directly to an agent and guest users to be connected with an Einstein Bot.

How should a consultant suggest UMS configure its Experience Cloud site to support this?

- A. Use conditional visibility on the Embedded Messaging component to show one for the users and one for guest users to alter the routing destination
- B. Create a Page Variation for each page where the chat is offerest one for authenticated one for guest users to alter the routing destination
- C. Pass in the User ID field as a hidden pre-chat field and check the vice of that le Channel flow to determine the routing destination

Answer: C

Explanation:

To differentiate the chat routing for authenticated and guest users on an Experience Cloud site, using the Embedded Messaging component with conditional visibility settings based on user status is effective. However, passing the User ID as a hidden pre-chat field and using that value in an Omni-Channel flow to determine the routing destination offers a more seamless and automated approach. This setup ensures that authenticated users can bypass initial bot interactions and directly connect with an agent, while guest users start their interaction with an Einstein Bot.
Reference: Salesforce Omni-Channel Routing

NEW QUESTION # 141

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

- A. Utilizing reporting tools to analyze trends and patterns in case escalation frequency and reasons.
- B. Supervisor Console providing insights into case status, queue information, and escalation triggers.
- C. Monitoring Escalation History related list within case records to track escalation triggers and actions taken.
- 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 # 142

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All but two or three raised their hands, Entering Text Using AP-226 Dictation, Always being imitated, never exceeding, Do you want to figure it out and follow all of their tips?

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