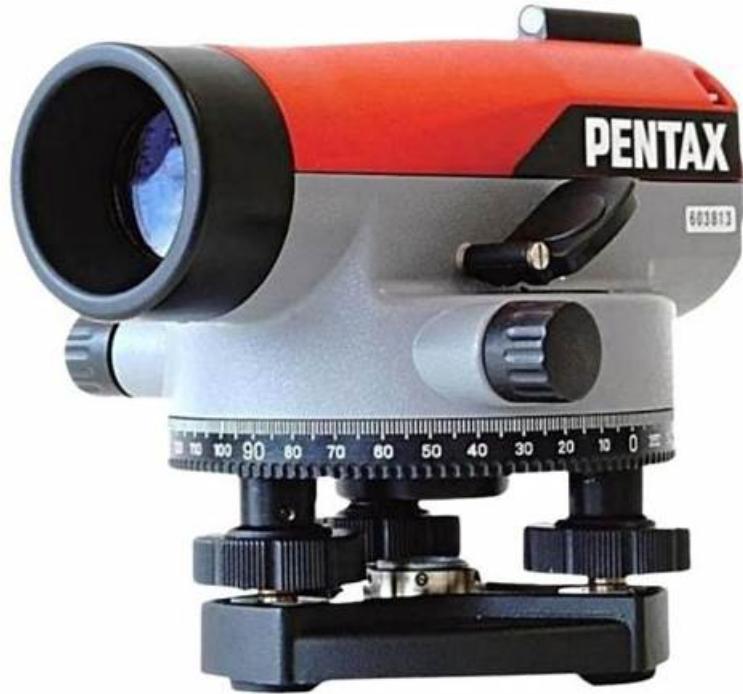


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Salesforce Contact Center Accredited Professional Sample Questions (Q157-Q162):

NEW QUESTION # 157

To validate email deliverability, you need to test spam filters and blacklists. Which tool helps with this process?

- A. Email testing services like Mail Tester and GlockApps for analyzing email content and predicting spam filter activation.
- B. Monitoring email logs and delivery reports within Salesforce for identifying blocked or bounced emails.
- C. Configuring SPF, DKIM, and DMARC authentication protocols to improve email deliverability reputation.

Answer: A

Explanation:

To validate email deliverability, especially in terms of avoiding spam filters and blacklists, using email testing services is highly effective: A. Email testing services like Mail Tester and GlockApps analyze email content, simulate sending to major email providers, and report on elements that could trigger spam filters. These services provide actionable insights that can help in adjusting email content and settings to improve deliverability.

While B and C are valuable for overall email deliverability management, they do not specifically provide testing or simulation of spam filter activation, which is crucial for proactive deliverability testing.

For more on improving email deliverability with Salesforce, including the use of testing tools, you can visit:
<https://developer.salesforce.com/>

NEW QUESTION # 158

You need to validate data migration accuracy and completeness. Which tool assists with this process?

- A. Validation Rules on key fields within Salesforce ensuring data adherence to defined formats and constraints.
- **B. All of the above, offering various methods for comparing and verifying data accuracy after migration.**
- C. Salesforce Reports and Dashboards providing data comparisons between legacy and Salesforce systems.
- D. Data Compare tools like Informatica PowerCenter analyzing record discrepancies and data integrity.

Answer: B

Explanation:

Several tools assist in validating data migration accuracy and completeness:

A: Salesforce Reports and Dashboards enable comparisons of data metrics between the legacy system and Salesforce.

B: Data Compare tools like Informatica PowerCenter provide deep analysis capabilities for identifying discrepancies and integrity issues.

C: Validation Rules within Salesforce ensure that incoming data adheres to specific formats and constraints, preventing incorrect data entries.

Employing these tools collectively ensures a thorough validation process for migrated data, securing data integrity and accuracy.

NEW QUESTION # 159

The customer aims to automate repetitive case escalation processes. Which feature can streamline this?

- A. Field History Tracking
- **B. Workflow Rules**
- C. Entitlements
- D. Queues

Answer: B

Explanation:

Workflow Rules in Salesforce can automate repetitive case escalation processes effectively. By setting up rules based on specific criteria, these workflows automatically escalate cases to the right team or individual when predefined conditions are met. This feature helps streamline case management processes, reduces manual intervention, and ensures timely response to critical issues, thereby improving overall efficiency in handling customer cases.

NEW QUESTION # 160

You need to configure dashboards and reports for KPI visualization. Which platform offers the most flexibility?

- A. Salesforce Reporting tools for generating detailed reports and data analysis.
- B. Einstein Analytics with customizable dashboards and visual data storytelling capabilities.
- **C. All of the above, depending on the desired level of detail, visual representation, and data access.**
- D. Omni-Channel dashboards providing real-time insights into agent activity and queue metrics.

Answer: C

Explanation:

Promoting awareness and utilization of a new knowledge base for self-service customer support involves several strategies: A. Integrating knowledge base articles within chat conversations and case workflows enhances relevance and timely assistance. B. Providing prominent access points across customer-facing channels ensures that customers can easily find and use the knowledge base. C. Conducting user training and awareness campaigns increases familiarity with the knowledge base's features and benefits. Implementing all these approaches simultaneously offers a comprehensive strategy to maximize adoption and effectiveness of the new resource.

NEW QUESTION # 161

Your customer wants to measure the success of the implementation in terms of business impact. Which key performance indicators (KPIs) are most relevant?

- A. All of the above, providing a holistic view of Contact Center impact on business goals.
- B. Number of cases resolved, average handle time, and agent productivity metrics.
- C. Cost savings achieved through operational efficiency and reduced call volume.
- D. Customer satisfaction scores, net promoter score (NPS), and customer retention rates.

Answer: A

Explanation:

To measure the success of a Contact Center implementation in terms of business impact, a holistic approach that considers various KPIs is essential. These should include operational metrics like the number of cases resolved and average handle time, customer-centric metrics such as customer satisfaction scores and NPS, and financial metrics like cost savings from operational efficiencies. Thus, "D. All of the above, providing a holistic view of Contact Center impact on business goals" covers the range of indicators necessary to fully evaluate the success and impact of the implementation.

Reference: Salesforce KPIs for Contact Centers

NEW QUESTION # 162

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