

Pass Guaranteed Quiz 2026 Salesforce-Contact-Center: Salesforce Contact Center Accredited Professional Updated Relevant Exam Dumps

Salesforce Contact Center Professional (CCP) Exam Dumps 2024
Salesforce Contact Center Professional (CCP) Practice Tests 2024. Contains 150+ exam questions to pass the exam in first attempt.
SkillCertPro offers real-exam questions for practice for all major IT certifications.

- For a full set of 150+ questions, Go to <https://skillcertpro.com/product/salesforce-contact-center-professional-ccp-exam-questions/>
- SkillCertPro offers detailed explanations to each question which helps to understand the concepts better.
- It is recommended to score above 85% in SkillCertPro exams before attempting a real exam.
- SkillCertPro updates exam questions every 2 weeks.
- You will get life time access and life time free updates.
- SkillCertPro assures 100% pass guarantee in first attempt.

Below are the free 10 sample questions.

Question 1:

Your project requires migrating customer data with multiple language variations. Which data preparation step helps maintain language consistency and accuracy?

- A. Utilizing data validation rules to flag and correct inconsistencies in customer record language formats and character sets.
- B. Configuring the new system to recognize and handle different language formats and encoding standards for accurate import.
- C. Manually reviewing and verifying the language and character consistency of customer data before migration.
- D. All of the above, contributing to a seamless transition with accurate representation of multilingual customer data.

Answer: D

DOWNLOAD the newest Lead2Passed Salesforce-Contact-Center PDF dumps from Cloud Storage for free:
<https://drive.google.com/open?id=1m-SGTelgWoJpez9BGd7kM27v9pvcwHa>

We take so much pride in the high pass rate of our Salesforce-Contact-Center study questions because according to the statistics from the feedbacks of all of our customers, under the guidance of our Salesforce-Contact-Center exam materials the pass rate has reached as high as 98% to 100%, which marks the highest pass rate in the field. So if you really want to pass the Salesforce-Contact-Center Exam as well as getting the certification with no danger of anything going wrong, just feel rest assured to buy our Salesforce-Contact-Center learning guide.

Salesforce Salesforce-Contact-Center Exam Syllabus Topics:

Topic	Details
Topic 1	• Deploy: Discern the suitable deployment process pertinent to the Contact Center. Subsequently, document channel-specific cut-over requirements based on the feature configurations provided.
Topic 2	• Design: Deals with the Contact Center functionalities with the stipulated requirements. Subsequently, when presented with business requirements, devise scalable and maintainable solutions for the Contact Center, adhering to standard data models.

Topic 3	• Implement: This section deals with setting up the fundamental Contact Center functionalities and features. Following this, in alignment with the complete design, configure and authenticate the email functionality, ensuring its seamless operation. Similarly, based on specific scenarios, configure and verify the functionality of voice services.
Topic 4	• Discovery: This section deals with a customer use case, and initiates interviews to delineate personas and stakeholders involved.

>> Salesforce-Contact-Center Relevant Exam Dumps <<

100% Pass Quiz 2026 Salesforce Salesforce-Contact-Center: Unparalleled Salesforce Contact Center Accredited Professional Relevant Exam Dumps

If you want to maintain your job or get a better job for making a living for your family, it is urgent for you to try your best to get the Salesforce-Contact-Center certification. We are glad to help you get the certification with our best Salesforce-Contact-Center study materials successfully. Our company has done the research of the study material for several years, and the experts and professors from our company have created the famous Salesforce-Contact-Center learning prep for all customers.

Salesforce Contact Center Accredited Professional Sample Questions (Q165-Q170):

NEW QUESTION # 165

The required configurations for the client 's requirements are:

Business Hours active, Omni-Channel Queue or Flow, Estimated Wait Time active, and Business Hours added to the Embedded Deployment.

A consultant learns that their client receives thousands of emails a week to the contact center, which contain many PDF files, In general, the email communication back and forth with the customer is high. They do not want to duplicate the PDFs every time a new email's received in the same email thread.

When designing the solution, the consultant considers the Eliminate duplicate email attachments setting in Email-to-Case to meet the requirement.

How should the PDFs be processed by Salesforce to comply with the Eliminate duplicate email attachments setting?

- A. Attachments
- B. Custom file storage solution
- C. Salesforce Files

Answer: C

Explanation:

To comply with the " Eliminate duplicate email attachments " setting in Email-to-Case, PDFs should be processed as Salesforce Files. Salesforce Files offers more advanced management capabilities, including deduplication, sharing, and security options compared to traditional attachments. This approach will prevent duplication of PDF files every time a new email is received in the same email thread, thereby optimizing storage and managing files more efficiently within the platform.

References: https://help.salesforce.com/articleView?id=sf.email_to_case_best_practices.htm

NEW QUESTION # 166

The consultant should suggest UMS configure its Experience Cloud site to support the desired chat routing using the following approach:

Pass in the User ID field as a hidden pre-chat field and check the value of that field in an Omni-Channel flow to determine the routing destination.

The customer service manager at Universal Containers wants to implement a process to ensure cases that are not resolved in time get brought to the attention of more experienced service agents. A consultant has proposed to implement case escalation rules for this. Which best practice should the consultant observe when configuring case escalation rules?

- A. Put the most complex escalation Rule Entry at the end of the sort order to improve system performance.
- B. Create a catch-all Rule Entry at the end of the sort order so that if no other entry is met a case still gets evaluated.

- C. Create a maximum of 25 Rule Entries to make the escalation rules easy to maintain for an administrator.

Answer: B

Explanation:

When configuring case escalation rules to ensure timely case resolution, it's essential to include a catch-all rule entry at the end of the sort order. This best practice ensures that all cases, regardless of their specific conditions, are evaluated for escalation. If a case doesn't meet any other specific criteria set in previous rule entries, the catch-all rule provides a default action to escalate the case, ensuring that it receives attention from more experienced service agents. This approach helps maintain service quality and ensures that cases are not overlooked.

Reference: Salesforce Escalation Rules Best Practices

NEW QUESTION # 167

Ursa Major Solar will use Data Loader for data migration of closed cases because of large amount of data. What does a consultant need to keep in mind while using data loader?

- A. Automated processes are not executed
- B. Automated processes are executed by default
- C. Only Apex triggers are executed

Answer: A

Explanation:

Reference: Salesforce Data Loader Guide

NEW QUESTION # 168

The company wants to assess brand loyalty and potential for referrals. Which KPI is most relevant?

- A. Customer Satisfaction (CSAT) Score
- B. Average Contact Handle Time (AHT)
- C. Net Promoter Score (NPS)
- D. Case Resolution Rate

Answer: C

Explanation:

The Net Promoter Score (NPS) is a critical KPI for assessing brand loyalty and the likelihood of customers to refer others to a business. NPS measures how likely customers are to recommend a company's product or service to others, serving as a strong indicator of customer loyalty and overall satisfaction with the company. Thus, "B. Net Promoter Score (NPS)" is the most relevant KPI for assessing brand loyalty and potential for referrals.

Reference: Salesforce Blog on Net Promoter Score

NEW QUESTION # 169

The desired process of reassigning cases to a higher support tier when SLA timelines are breached.

Ursa Major Solar needs to protect customers' private information, such as social sty numbers, during phone interactions.

Which Service Cloud Voice feature should a consultant recommend to accomplish this?

- A. Hierarchical Sharing Settings on Calls
- B. Pause/Resume Call Recording
- C. Collaboration on Call Recordings

Answer: B

Explanation:

To protect customers' private information during phone interactions, especially for sensitive data like social security numbers, the Service Cloud Voice feature to recommend is Pause/Resume Call Recording. This feature allows agents to pause the recording when sensitive information is being discussed and resume it afterwards, ensuring compliance with privacy regulations and

Reference: Salesforce Service Cloud Voice Features

• • • • •

Salesforce-Contact-Center Guaranteed Passing: <https://www.lead2passed.com/Salesforce/Salesforce-Contact-Center-practice-exam-dumps.html>

- [illegible]

P.S. Free & New Salesforce-Contact-Center dumps are available on Google Drive shared by Lead2Passed:
<https://drive.google.com/open?id=1m-SGTe1gWojpez9BGd7kM27v9pvcdwHa>