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Salesforce Salesforce-Contact-Center Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> • 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 2	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 4	<ul style="list-style-type: none"> • Discovery: This section deals with a customer use case, and initiates interviews to delineate personas and stakeholders involved.

Salesforce Contact Center Accredited Professional Sample Questions (Q150-Q155):

NEW QUESTION # 150

The best practice that the consultant should observe when configuring case escalation rules is:

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.

Which routing type does a consultant need to use to facilitate a transfer of an Enhanced B conversation to a Queue?

- A. Queue
- B. Dialog
- C. Omni-Channel Flow

Answer: C

Explanation:

To facilitate a transfer of an Enhanced Bot conversation to a Queue, a consultant needs to use Omni-Channel Flow. Omni-Channel Flow enables dynamic routing capabilities that can be adjusted according to the complexity of the conversation and the availability of agents. By using an Omni-Channel Flow, the consultant can configure a specific action to route the work item directly to the designated queue, ensuring that the conversation is transferred to the correct queue where agents are available to handle the case. This routing type effectively manages workload distribution and prioritizes tasks based on agent skills and queue availability.

Reference: Omni-Channel Flows

NEW QUESTION # 151

For supervisors within a Service Cloud Voice environment using Amazon Connect, the ideal tools to track key performance indicators (KPIs) like calls answered, average handle time, and average speed to answer are:

Which functionality should a consultant recommend when a client wants to improve their service level quality and automatically push cases to an account's dedicated service agent?

- A. Case Assignment Rule
- B. Skill-Based Routing Rules
- C. Omni Channel Flows

Answer: C

Explanation:

When aiming to improve service level quality by automatically pushing cases to an account's dedicated service agent, the recommended functionality is Omni Channel Flows. Omni Channel Flows allow for advanced routing configurations that take into account agent skills, availability, and workload. This enables cases to be dynamically routed to the appropriate agent who has been identified as the dedicated service agent for a particular account, ensuring that customers receive consistent and knowledgeable support.

NEW QUESTION # 152

You need to validate bot security and data privacy compliance. Which tool helps with this?

- A. Data Loss Prevention (DLP) policies defining rules for sensitive data handling and preventing unauthorized access.
- **B. All of the above, working together to secure bot interactions and ensure data privacy compliance.**
- C. User Role Hierarchy and Field Level Security ensuring appropriate access restrictions based on user profiles.
- D. Salesforce Security Review tool providing insights into potential security vulnerabilities within your bot configuration.

Answer: B

Explanation:

Ensuring bot security and data privacy compliance in Salesforce involves multiple tools and strategies. The Salesforce Security Review tool helps identify vulnerabilities in bot configurations. Data Loss Prevention (DLP) policies define how sensitive data should be handled to prevent unauthorized access. User Role Hierarchy and Field Level Security ensure data is only accessible to authorized users. Hence, "D. All of the above, working together to secure bot interactions and ensure data privacy compliance" effectively combines these methods to safeguard data and comply with security regulations.

Reference: Salesforce Security Resources

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NEW QUESTION # 153

You need to identify trends and patterns within Contact Center metrics. Which tool offers the most advanced data analysis capabilities?

- A. Einstein Analytics with advanced data blending, predictive modeling, and visual storytelling capabilities.
- B. Salesforce Reporting with basic filters and data grouping for analysis.
- C. Omni-Channel dashboards providing real-time insights and basic trend visualization.
- **D. All of the above, depending on the desired level of data exploration, predictive insights, and visual representations.**

Answer: D

Explanation:

Reference: Einstein Analytics

NEW QUESTION # 154

The best practice that the consultant should observe when configuring case escalation rules is:

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.

Which routing type does a consultant need to use to facilitate a transfer of an Enhanced B conversation to a Queue?

- A. Queue
- B. Dialog
- **C. Omni-Channel Flow**

Answer: C

Explanation:

To facilitate a transfer of an Enhanced Bot conversation to a Queue, a consultant needs to use Omni-Channel Flow. Omni-Channel Flow enables dynamic routing capabilities that can be adjusted according to the complexity of the conversation and the availability of agents. By using an Omni-Channel Flow, the consultant can configure a specific action to route the work item directly to the designated queue, ensuring that the conversation is transferred to the correct queue where agents are available to handle the case. This routing type effectively manages workload distribution and prioritizes tasks based on agent skills and queue availability.

NEW QUESTION # 155

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