

2026 Salesforce Salesforce-Contact-Center: Accurate Salesforce Contact Center Accredited Professional Valid Test Tutorial

Salesforce Contact Center Accredited Professional Questions and Answers | New 2025/2026 Update | With Complete Solutions

Connect Every Channel on One Platform

Unify phone support with self-service and messaging to deliver effortless service and lower costs

with:

- Service Cloud Voice.
- Digital Engagement.
- Self-Service.

Scale Every Interaction with Intelligence and Automation

Empower your customer to do more with less using AI-powered bots, intelligent recommendations, and automated routing with:

- Bots.
- Automation.
- Omni Routing.

Personalize Every Conversation with Real-Time Data

Harness data in real-time to humanize interactions and increase satisfaction with continuous feedback with:

P.S. Free & New Salesforce-Contact-Center dumps are available on Google Drive shared by Actual4test:
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The field of information technology has seen multiple advancements lately. Reputed companies around the globe have set the Salesforce Contact Center Accredited Professional Salesforce-Contact-Center certification as criteria for multiple well-paid job roles. Only Salesforce-Contact-Center certified will easily get high-paying posts in popular companies. Additionally, a Salesforce Salesforce-Contact-Center Certification holder can climb the career ladder and get promotions within the current organization.

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Salesforce-Contact-Center: Salesforce Contact Center Accredited Professional 100% Pass

It can be difficult to prepare for the Salesforce Salesforce-Contact-Center exam successfully, but with actual and updated Salesforce Contact Center Accredited Professional (Salesforce-Contact-Center) exam questions, it can be much simpler. The difference between successful and failed Salesforce-Contact-Center Certification Exam attempts can be determined by studying with real Salesforce-Contact-Center exam questions.

Salesforce Contact Center Accredited Professional Sample Questions (Q18-Q23):

NEW QUESTION # 18

The consultant should set up " Edit the Case page layout to embed the Contact Details component on the Case page. " This is the most efficient approach to streamline the agents ' workflow and eliminate unnecessary navigation.

Ursa Major Solar has a Contact Support form with fields for the Subject and Description on its Experience Cloud site, that its customers can fill out to log a case. However, customers are experiencing long response times, because the case is often transferred to a different department before it can be answered.

Which changes to the Contact Support form process should a consultant suggest to improve the response times?

- A. Add the Type field to the assigned Global Action as required, and then use a record biggest for to assign the case to a specialist queue that is appropriate for each
- B. Use a record-triggered flow to detect keywords and assign the case to a specialist queue that matches the keyword.
- C. A Use Case Assignment rules to check for keywords in the subject or description and assign the case to a specialist queue that is appropriate for each keyword

Answer: C

Explanation:

Reference: <https://help.salesforce.com/>

NEW QUESTION # 19

The customer wants to automatically route cases based on language skills and expertise. Which feature facilitates this?

- A. Skill-Based Routing
- B. Entitlements
- C. Omni-Channel Presence
- D. Routing Rules

Answer: A

Explanation:

Skill-Based Routing is the feature that best facilitates the automatic routing of cases based on language skills and expertise. This feature allows the contact center system to match incoming cases with agents who have the specific skills and expertise needed to handle those cases effectively. By ensuring that cases are directed to the most appropriately skilled agents, skill-based routing enhances efficiency, improves resolution times, and increases customer satisfaction.

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

NEW QUESTION # 20

Your customer focuses on cost efficiency. How can future functionality contribute to cost reduction?

- A. Implement automated case categorization and routing to optimize agent utilization.
- B. Develop custom dashboards for detailed agent performance analysis and identify areas for improvement.
- C. Offer self-service options and chatbots to deflect simple inquiries and reduce call volume.
- D. All of the above, promoting operational efficiency and minimizing unnecessary resource usage.

Answer: D

Explanation:

Reference: Salesforce Automation with AI

NEW QUESTION # 21

You're deploying a new AI-powered virtual assistant for initial customer inquiries. Which cut-over requirement helps maintain customer trust and transparency?

- A. All of the above, contributing to a responsible and trustworthy AI implementation for customer support.
- B. Clearly disclosing the use of AI and providing options for human interaction when needed.
- C. Monitoring interactions and measuring the virtual assistant's effectiveness in resolving customer issues.
- D. Training the virtual assistant on diverse customer data and common language variations for accuracy.

Answer: A

Explanation:

Deploying a new AI-powered virtual assistant effectively requires several critical steps: A. Transparency about the use of AI and ensuring customers have the option to interact with human agents if needed.

B: Training the virtual assistant using diverse data sets to handle various customer inquiries accurately.

C: Monitoring interactions and evaluating the effectiveness of the virtual assistant in resolving customer issues to continually improve its performance.

These practices foster customer trust and ensure the AI assistant is effectively integrated into the support workflow, enhancing overall customer experience.

NEW QUESTION # 22

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

Answer: B

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 # 23

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The Salesforce-Contact-Center desktop practice test is accessible after software installation on Windows computers. However, you can take the web-based Salesforce-Contact-Center practice test without prior software installation. All operating systems such as Mac, iOS, Windows, Linux, and Android support the web-based Salesforce Contact Center Accredited Professional Salesforce-Contact-Center Practice Exam. Since it is an online Salesforce Contact Center Accredited Professional Salesforce-Contact-Center practice exam, therefore, you can take it via Chrome, Opera, Internet Explorer, Microsoft Edge, and Firefox. You can try free demos of Salesforce-Contact-Center practice test and Salesforce Contact Center Accredited Professional Salesforce-Contact-Center PDF before buying to test their authenticity.

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