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## Salesforce Contact Center Accredited Professional Sample Questions (Q67-Q72):

### NEW QUESTION # 67

The consultant should use the Data Loader to migrate 100,000 historic cases from a legacy system to Salesforce.

A consultant has noticed that agents always open the contact record first when they are routed a new Email-to-Case before they do anything else. What should the consultant set up to make this more efficient for agents?

- A. Edit the Navigation rules for the app that the agents use to set Case as a subtab of Contact
- B. Edit the Case page layout to embed the Contact Details component on the Case page Pop action
- C. Create an Omni-Channel flow that adds Contact as the focused record using the Configure Screen

**Answer: A**

Explanation:

To make the process more efficient for agents who routinely access contact records first when routed a new Email-to-Case, the consultant should edit the navigation rules for the app that the agents use to set Case as a subtab of Contact. This adjustment optimizes the user interface by ensuring that when a case is opened, the associated contact record automatically appears as a subtab. This setup reduces the number of clicks needed to access relevant contact details, streamlining the workflow and saving time for agents. This method leverages the Salesforce Lightning Experience's capability to configure tab settings and navigation rules, enhancing the user experience and efficiency.

**NEW QUESTION # 68**

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

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

**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 # 69**

A client would like to allow verified customers to start a chat on the when wants the verified customers to be able to continue the conversation an only allow these chats during business hours Which set of functionalities should the consultant research in this case?

- A. Messaging for Web and Einstein Bots
- B. Web to Chat and Embedded Service
- C. Messaging for Web and Embedded Service

**Answer: C**

Explanation:

For a client needing to enable verified customers to start and continue chats only during business hours, the consultant should consider the functionalities provided by Messaging for Web and Embedded Service. Messaging for Web allows for real-time communication through the client's website, facilitating direct chat engagements. The Embedded Service provides tools to integrate this chat functionality seamlessly into the website and can be configured to recognize verified customers and enforce availability based on business hours. This combination ensures that only verified users can initiate chats during designated times, enhancing both security and user experience.

Reference: [https://help.salesforce.com/s/articleView?id=sf.messaging\\_channels\\_setup\\_web.htm](https://help.salesforce.com/s/articleView?id=sf.messaging_channels_setup_web.htm)

**NEW QUESTION # 70**

While manually changing presence status is an option, it's not the most ideal solution for Ursula Major Solar's concern about capturing call summaries in Service Cloud Voice. Here are two better suggestions:

Ursula Major Solar (UMS) would like to set up customer push notifications as part of the Engagement upgrade project. For which channels can UMS implement this?

- A. Messaging for In-App
- B. Facebook Messenger
- C. SMS Messaging

**Answer: A,B,C**

Explanation:

Ursa Major Solar can implement customer push notifications across various channels including SMS Messaging, Facebook Messenger, and Messaging for In-App as part of their Customer Engagement upgrade project. These channels are supported by Salesforce's marketing and engagement tools, allowing for the delivery of timely and relevant notifications directly to customers' devices. Utilizing these channels for push notifications can enhance customer engagement by providing updates, promotions, and alerts that encourage interaction and improve customer experience.

Reference: <https://www.salesforce.com/products/marketing-cloud/best-practices/push-notification-strategy/>

#### **NEW QUESTION # 71**

Your KPIs include measuring agent utilization rates. Which metric best reflects this?

- A. Number of cases handled by an agent during a specific period.
- B. All of the above, depending on the desired scope and granularity of agent utilization measurement.
- C. Time spent by an agent on various activities throughout the workday.
- D. Agent login duration divided by the total active work time on cases or chats.

**Answer: B**

Explanation:

Measuring agent utilization rates can involve various metrics to capture different aspects of agent activity. The number of cases handled provides a direct measure of workload, agent login duration relative to active work time gives a measure of efficiency, and tracking time spent on various activities offers insight into how agents distribute their efforts during the workday. Therefore, "D. All of the above, depending on the desired scope and granularity of agent utilization measurement" provides a comprehensive approach to accurately reflecting agent utilization.

Reference: Salesforce Performance Management

#### **NEW QUESTION # 72**

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