

AP-226 Certification Training: Contact Center Accredited Professional & AP-226 Study Guide & AP-226 Exam Bootcamp



It is convenient for our consumers to check Salesforce AP-226 exam questions free of charge before purchasing the Salesforce AP-226 practice exam. Salesforce is an excellent platform where you get relevant, credible, and unique Salesforce AP-226 Exam Dumps designed according to the specified pattern, material, and format as suggested by the Salesforce AP-226 exam.

With the best quality of AP-226 braindumps pdf from our website, getting certified will be easier and fast. For the preparation of the certification exam, all you have to do is choose the most reliable AP-226 real questions and follow our latest study guide. You can completely rest assured that our AP-226 Dumps Collection will ensure you get high mark in the formal test. You will get lots of knowledge from our website.

>> New AP-226 Study Notes <<

Pass Guaranteed Quiz Salesforce - Unparalleled AP-226 - New Contact Center Accredited Professional Study Notes

Our App online version of AP-226 study materials, it is developed on the basis of a web browser, as long as the user terminals on the browser, can realize the application which has applied by the AP-226 simulating materials of this learning model, users only need to open the App link, you can quickly open the learning content in real time in the ways of the AP-226 Exam Guide, can let users anytime, anywhere learning through our App, greatly improving the use value of our AP-226 exam prep.

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

Top of Form

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

NEW QUESTION # 70

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

Ursa Major Solar (UMS) would like to set up customer push notifications as part of t 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

.....

Free demo for AP-226 training materials is available, and you can have a try before buying ,so that you can have a deeper understanding of what you are going to buy. We recommend you have a try before buying. In addition, AP-226 exam materials contain most of knowledge points of the exam, and you can master major knowledge points as well as improve your professional ability in the process of learning. We also pass guarantee and money back guarantee for AP-226 Training Materials , if you fail to pass the exam in your first attempt, we will give you full refund ,and no other questions will be asked.

AP-226 Reliable Test Forum <https://www.prepawayete.com/Salesforce/AP-226-practice-exam-dumps.html>

There are many advantages for our AP-226 torrent VCE materials, such as supportive for online and offline use for App version, automatic renewal sending to the customers and so forth. Therefore, in order to cater to the demands of customers, our AP-226 latest dumps in particular offer the customers who have made a purchase for our exam training materials free update in one whole year, which is the thing the majority of other exam training materials have never had the courage to do, There are free demo of AP-226 pdf torrent in our exam page that you can have a try before purchase.

No portable implementation of finder methods, Click AP-226 Associate Level Exam the Stage at the spot where you want your text to start, There are many advantages for our AP-226 torrent VCE materials, such as supportive for Latest AP-226 Learning Materials online and offline use for App version, automatic renewal sending to the customers and so forth.

2026 New AP-226 Study Notes | High-quality AP-226 100% Free Reliable Test Forum

Therefore, in order to cater to the demands of customers, our AP-226 Latest Dumps in particular offer the customers who have made a purchase for our exam training materials free update in one whole year, AP-226 which is the thing the majority of other exam training materials have never had the courage to do.

There are free demo of AP-226 pdf torrent in our exam page that you can have a try before purchase, We will be your best choice, With the best reputation in the market our AP-226 training materials can help you ward off all unnecessary and useless materials and spend all your limited time on practicing most helpful questions.

- [illegible]