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## ATI TEAS PRACTICE TEST Reading Questions and Answers Already Passed

### READING

Which of the answer choices gives the best definitions for the underlined word to the following sentence?

Adelaide attempted to assuage her guilt her the piece of cheesecake by limiting herself to salads the following day.

- A. Increase
- B. Support
- C. Appease
- D. Conceal ✓✓C. Appease

To assuage is to lessen the effects of something, in this case Adelaide's guilt over eating the piece of cheesecake.

### READING

Which of the following would best support the argument that people cause global climate change?

- A. The average global temperature has increased 1.5 degrees Fahrenheit since 1880.
- B. Common greenhouse gases include carbon dioxide and water vapor.
- C. Most of the greenhouse gases today come from burning things like coal and other fossil fuels for energy.
- D. The average person breathes out about 1.0 kg of carbon dioxide every day, while the average cow produces about 80 kg of methane. ✓✓C. This choice shows how greenhouse gases are released from burning coal and other fuels, which people need for power.

### READING

1. THE NEXT THREE QUESTIONS ARE BASED ON THE FOLLOWING INFORMATION:

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## Salesforce Contact Center Accredited Professional Sample Questions (Q154-

## Q159):

### NEW QUESTION # 154

The customer wants automated case escalation based on specific criteria.

a. Which data model element plays a key role?

- A. Workflow Rules configured with escalation steps and case field conditions.
- B. Custom fields capturing escalation triggers like priority or SLA breaches.
- **C. Entitlements specifying service level agreements and associated escalation rules.**
- D. Process Builder sequences defining escalation actions and notifications.

**Answer: C**

Explanation:

In Salesforce, Entitlements are crucial for managing service level agreements (SLAs) and the associated rules, including escalation policies. Entitlements allow organizations to define and enforce service levels through milestones that can trigger escalations if cases are at risk of breaching service commitments. This functionality is essential for automated case escalation based on specific criteria such as response times or resolution deadlines, which makes "D. Entitlements specifying service level agreements and associated escalation rules" the correct answer.

Reference: Salesforce Documentation on Entitlements

### NEW QUESTION # 155

Validating self-service functionality involves testing article accessibility and accuracy. Which tool helps with content quality checks?

- **A. All of the above, providing a multi-faceted approach to evaluating self-service content quality and user experience.**
- B. Quality assurance reviews by internal teams or external testing services to validate content accuracy.
- C. Salesforce Reports with filters for user searches and article views to assess popularity and engagement.
- D. User feedback surveys and rating systems on Knowledge articles to gather direct customer input.

**Answer: A**

Explanation:

Validating self-service functionality, particularly the quality and accessibility of Knowledge articles, involves a combination of methods to ensure comprehensive evaluation. Salesforce Reports can analyze user searches and article views to measure engagement and identify popular content. Quality assurance reviews can validate the accuracy and relevance of the content. Additionally, user feedback surveys and rating systems enable direct customer input on the usefulness and clarity of the articles. Thus, "D. All of the above, providing a multi-faceted approach to evaluating self-service content quality and user experience" is the most effective way to assess and improve article quality and accessibility.

Reference: Salesforce Knowledge Management

### NEW QUESTION # 156

Ursa Major Solar (UMS) wants to offer the new Messaging for Web channel on its Azure based Experience Cloud site. However, UMS wants authenticated users to go directly to an agent and guest users to be connected with an Einstein Bot.

How should a consultant suggest UMS configure its Experience Cloud site to support this?

- A. Use conditional visibility on the Embedded Messaging component to show one for the users and one for guest users to alter the routing destination
- **B. Pass in the User ID field as a hidden pre-chat field and check the value of that in the Channel flow to determine the routing destination**
- C. Create a Page Variation for each page where the chat is offered one for authenticated one for guest users to alter the routing destination

**Answer: B**

Explanation:

To differentiate the chat routing for authenticated and guest users on an Experience Cloud site, using the Embedded Messaging component with conditional visibility settings based on user status is effective. However, passing the User ID as a hidden pre-chat field and using that value in an Omni-Channel flow to determine the routing destination offers a more seamless and automated approach. This setup ensures that authenticated users can bypass initial bot interactions and directly connect with an agent, while

guest users start their interaction with an Einstein Bot.  
Reference: Salesforce Omni-Channel Routing

#### NEW QUESTION # 157

You're preparing historical call recordings for migration. Which step helps improve audio quality and accessibility for playback within the new system?

- A. Implementing speech-to-text conversion for call recordings and making transcripts available alongside audio files.
- B. Converting call recordings to a supported audio format compatible with the new Contact Center platform.
- C. All of the above, contributing to improved accessibility and analysis capabilities for historical call recordings.
- D. Optimizing audio file size while maintaining optimal sound quality for clear playback and analysis.

**Answer: C**

Explanation:

Preparing historical call recordings for migration to a new system involves several steps to enhance their usability. Converting recordings to formats compatible with the new system ensures they can be played back without issues. Implementing speech-to-text conversion provides searchable transcripts, enhancing accessibility and analysis capabilities. Optimizing audio file size while maintaining quality ensures efficient storage without sacrificing clarity. Thus, "D. All of the above, contributing to improved accessibility and analysis capabilities for historical call recordings" addresses all key aspects of preparing audio data for effective use in the new system.

Reference: Salesforce Call Center Implementation

#### NEW QUESTION # 158

Your design includes assigning cases based on skill sets and urgency. Which feature facilitates this?

- A. Case Assignment Rules defining criteria for routing cases to specific queues or agents.
- B. Process Builder sequences triggering automated case creation and assignment based on data triggers.
- C. All of the above, working together for dynamic case assignment and escalation based on context and priority.
- D. Escalation Rules automatically escalating cases based on time-to-resolution or urgency criteria.

**Answer: C**

Explanation:

Assigning cases based on skill sets and urgency in Salesforce can be effectively managed by utilizing a combination of features. Case Assignment Rules can be used to route cases based on predefined criteria, Process Builder can automate the assignment based on complex data triggers, and Escalation Rules handle the prioritization based on urgency. "D. All of the above, working together for dynamic case assignment and escalation based on context and priority" describes the integrated approach necessary for effectively managing case assignments and escalations.

Reference: Salesforce Case Management

#### NEW QUESTION # 159

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