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Salesforce Contact Center Accredited Professional Sample Questions (Q60-Q65):

NEW QUESTION # 60
You're deploying a new escalation rule for voice calls in Omni-Channel. Which channel-specific cut-over requirement ensures timely intervention for high-priority calls?

- A. Configuring the rule to trigger automatic notifications and case creation for escalated calls.
- B. Defining clear criteria for call escalation based on urgency and wait times.
- C. Testing the escalation rule functionality with test calls and dummy scenarios before deployment.
- D. All of the above, contributing to a robust and effective escalation process for voice calls within Omni-Channel.

Answer: D

Explanation:
Ensuring timely intervention for high-priority voice calls involves multiple strategies:
A: Configuring the rule to trigger automatic notifications and case creation helps immediately alert relevant parties when a call meets escalation criteria.
B: Testing the escalation rule functionality with test calls and dummy scenarios ensures the rule works correctly under various conditions before going live.
C: Defining clear criteria for call escalation based on urgency and wait times ensures that high-priority calls are identified and escalated appropriately.
Implementing these measures together establishes a robust and effective process for managing escalated calls within Omni-Channel.

NEW QUESTION # 61
Validating Omni-Channel routing effectiveness involves monitoring agent workload. Which tool helps with this?

- A. Omni-Channel dashboards displaying real-time agent activity and task queues.
- B. Supervisor Console providing insights into agent status, chat transcripts, and performance metrics.
- C. Agent Workbench showing assigned tasks and workload across different channels.
- D. All of the above, offering comprehensive views of agent workload and queue distribution for optimizing routing.

Answer: D

Explanation:
Monitoring Omni-Channel routing effectiveness and agent workload can be effectively accomplished using multiple tools: A. Omni-Channel dashboards provide a real-time view of agent activities and the distribution of tasks in their queues.
B: Supervisor Console offers insights into individual agent statuses, their current tasks, and performance metrics.
C: Agent Workbench displays assigned tasks and workload across various channels, helping manage and distribute workload effectively.
These tools collectively help in optimizing routing by providing a comprehensive understanding of agent workload and queue status.

NEW QUESTION # 62
The consultant should suggest UMS configure its Experience Cloud site to support the desired chat routing using the following approach:
Pass in the User ID field as a hidden pre-chat field and check the value of that field in an Omni-Channel flow to determine the routing destination.
The customer service manager at Universal Containers wants to implement a process to ensure cases that are not resolved in time get brought to the attention of more experienced service agents. A consultant has proposed to implement case escalation rules for this. Which best practice should the consultant observe when configuring case escalation rules?

- A. Create a maximum of 25 Rule Entries to make the escalation rules easy to maintain for an administrator.
- B. 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.
- C. Put the most complex escalation Rule Entry at the end of the sort order to improve system performance.

Answer: B

Explanation:
When configuring case escalation rules to ensure timely case resolution, it's essential to include a catch-all rule entry at the end of the sort order. This best practice ensures that all cases, regardless of their specific conditions, are evaluated for escalation. If a case doesn't meet any other specific criteria set in previous rule entries, the catch-all rule provides a default action to escalate the case, ensuring that it receives attention from more experienced service agents. This approach helps maintain service quality and ensures

that cases are not overlooked.
Reference: Salesforce Escalation Rules Best Practices

NEW QUESTION # 63

The post-release phase of the implementation plan emphasizes performance monitoring. Which metric is most relevant for evaluating Contact Center effectiveness?

- A. User satisfaction surveys and agent feedback on the new system.
- B. System availability and uptime per customer expectations and service level agreements (SLAs).
- C. Number of features or functionalities implemented within the system.
- D. Resource utilization and infrastructure costs associated with running the Contact Center.

Answer: B

Explanation:
In the post-release phase, monitoring system availability and uptime is crucial for evaluating the effectiveness of a Contact Center. This metric directly impacts user experience and operational continuity, aligning with customer expectations and contractual service level agreements (SLAs). Therefore, "C. System availability and uptime per customer expectations and service level agreements (SLAs)" is the most relevant metric for assessing the performance of the Contact Center post-release.
Reference: Salesforce Service Level Agreements

NEW QUESTION # 64

Your scenario involves customer satisfaction surveys triggered after case closure. Which platform facilitates this?

- A. Einstein Feedback Surveys automatically sent based on case closure events and collecting customer feedback on their experience.
- B. Flow Builder with visual interface for designing and configuring survey forms and logic for collecting feedback after case closure.
- C. All of the above, offering various options for triggering and managing customer satisfaction surveys within case management.
- D. Process Builder sequences initiating customer satisfaction surveys upon case closure and managing survey workflow.

Answer: C

Explanation:
Salesforce offers multiple tools that can be used to trigger customer satisfaction surveys after case closure, each providing unique capabilities. Einstein Feedback Surveys can automate sending based on case closure events. Process Builder can initiate workflows to send surveys after cases are closed. Flow Builder allows for designing survey forms and logic. All these options provide robust solutions for integrating customer satisfaction surveys into case management workflows, making "D. All of the above, offering various options for triggering and managing customer satisfaction surveys within case management" the best answer.
Reference: Salesforce Automation Tools

NEW QUESTION # 65

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