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Salesforce Salesforce-Contact-Center Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Design: Deals with the Contact Center functionalities with the stipulated requirements. Subsequently, when presented with business requirements, devise scalable and maintainable solutions for the Contact Center, adhering to standard data models.
Topic 2	<ul style="list-style-type: none">• Implement: This section deals with setting up the fundamental Contact Center functionalities and features. Following this, in alignment with the complete design, configure and authenticate the email functionality, ensuring its seamless operation. Similarly, based on specific scenarios, configure and verify the functionality of voice services.
Topic 3	<ul style="list-style-type: none">• Discovery: This section deals with a customer use case, and initiates interviews to delineate personas and stakeholders involved.

- Deploy: Discern the suitable deployment process pertinent to the Contact Center. Subsequently, document channel-specific cut-over requirements based on the feature configurations provided.

Salesforce Contact Center Accredited Professional Sample Questions (Q204-Q209):

NEW QUESTION # 204

Your scenario involves assigning chats and emails to available agents based on skill sets. Which feature facilitates this?

- A. Presence-based routing automatically assigning tasks based on agent availability.
- B. Omni-Channel Presence States indicating online and offline agent status for different channels.
- **C. All of the above, working together for optimal multi-channel task assignment and routing.**
- D. Skill-based routing leveraging agent skill profiles to match tasks with qualified individuals.

Answer: C

Explanation:

Assigning chats and emails based on agent skills involves multiple features: A. Presence-based routing ensures tasks are assigned only when agents are available. B. Omni-Channel Presence States help manage which agents are online and ready to take on tasks across different channels. C. Skill-based routing leverages agent skill profiles to match them with tasks they are qualified to handle. Integrating these features provides a robust system that ensures tasks are assigned efficiently and effectively to the right agents at the right time.

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

NEW QUESTION # 205

Your project requires migrating custom objects and their associated data. Which data preparation step helps maintain field-level validation rules and triggers?

- A. Manually reviewing and verifying the accuracy and functionality of imported validation rules and triggers after data migration.
- B. Configuring the new system to automatically recognize and apply existing field-level validation rules and triggers during data migration.
- **C. All of the above, ensuring comprehensive migration and consistent application of data integrity controls for custom objects.**
- D. Exporting custom objects and data along with associated validation rules and trigger definitions for import into the new system.

Answer: C

Explanation:

Reference: Salesforce Custom Objects and Data Integrity

NEW QUESTION # 206

The consultant should recommend UC configure the solution by setting up the organization's default business hours and creating an escalation rule where the case matches the criteria associated with different business hours.

An administrator has activated Omni-Channel routing on a queue for the first time. However, agents are not seeing the work that was already in the queue. What is the reason for the work that was already in the queue not being pushed to agents?

- A. The Apply to existing records in queue option was not selected.
- B. The type of work that was in the queue is not in the Selected Objects list on the queue under Supported Objects.
- **C. Records that exist in a queue prior to Omni-Channel routing activation will not be pushed to an agent.**

Answer: C

Explanation:

When Omni-Channel routing is activated on a queue for the first time, existing records in that queue will not automatically be pushed to agents. This is because Omni-Channel only starts routing work items that arrive in the queue after its activation. Any work that was already in the queue prior to enabling Omni-Channel will need to be manually reassigned or triggered to enter the Omni-Channel

routing process.

NEW QUESTION # 207

The desired process of reassigning cases to a higher support tier when SLA timelines are breached. Ursa Major Solar needs to protect customers' private information, such as social sty numbers, during phone interactions. Which Service Cloud Voice feature should a consultant recommend to accomplish this?

- A. Collaboration on Call Recordings
- B. Hierarchical Sharing Settings on Calls
- C. **Pause/Resume Call Recording**

Answer: C

Explanation:

Reference: Salesforce Service Cloud Voice Features

NEW QUESTION # 208

You need to migrate both active and historical customer data. Which migration approach balances efficiency and minimal disruption?

- A. Incremental migration continuously syncing updates from legacy systems to Salesforce for real-time data consistency.
- B. Pilot migration testing the process with a small data sample before large-scale migration commences.
- C. **Phased migration migrating specific data subsets in stages to minimize service interruption.**
- D. Full cutover migration transferring all data at once, followed by system downtime for configuration.

Answer: C

Explanation:

A phased migration approach, where specific subsets of data (both active and historical customer data) are migrated in stages, balances efficiency and minimal disruption. This strategy allows continuous operation of both legacy and new systems during the transition phase, minimizing downtime and service interruptions. It also provides opportunities to address issues on a smaller scale before they affect the entire dataset.

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

NEW QUESTION # 209

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