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Salesforce Salesforce-Contact-Center Exam Introduction & Exam Salesforce-Contact-Center Revision Plan

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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.
Topic 4	<ul style="list-style-type: none"> 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 (Q185-Q190):

NEW QUESTION # 185

Your deployment involves migrating external system integrations. Which data preparation step helps maintain connection accuracy and functionality?

- A. Mapping and verifying field names and data formats between the Contact Center system and external integrations to ensure compatibility.
- B. Testing data exchange with external systems through mock scenarios and sample data transfers before the actual migration.
- C. All of the above, contributing to a smooth and seamless transition with reliable external system integrations within the new Contact Center system.
- D. Documenting API configurations and connection details for external integrations after successful migration and testing.

Answer: C

Explanation:

Ensuring the accuracy and functionality of external system integrations during a migration involves comprehensive preparation:A. Mapping and verifying field names and data formats ensures compatibility between systems.B. Testing data exchange with external systems through mock scenarios validates the integration before live deployment.C. Documenting API configurations and connection details provides a reference for maintaining and troubleshooting integrations post-migration.These steps collectively ensure a smooth transition and reliable operation of external system integrations in the new Contact Center system.

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

NEW QUESTION # 186

Ursa Major Solar can implement customer push notifications through the following channels as part of its Engagement upgrade project:

Ursa Major Solar (UMS) has high daily call volumes. UMS wants to improve the speed and efficiency of its call handling.

Which set of features/capabilities will help UMS achieve this?

- A. Service Cloud Voice, Omni-Channel, Service Console
- B. Service Cloud Voice, Feedback Management, Einstein Boss
- C. Case Classification, Omni-Channel, Einstein Bots

Answer: A

Explanation:

For Ursa Major Solar (UMS) to improve the speed and efficiency of its call handling, the integration of Service Cloud Voice, Omni-Channel, and the Service Console is optimal. Service Cloud Voice brings telephony inside the Salesforce platform, allowing agents to make and receive calls directly in Salesforce, providing them with a comprehensive view of the customer and their history. Omni-Channel ensures that calls are routed to the right agent at the right time, based on skills, availability, and workload. The Service Console offers a unified interface that lets agents manage multiple cases and calls efficiently, reducing time spent switching between screens and applications, and speeding up call resolution.

Reference: Service Cloud Voice

NEW QUESTION # 187

The correct steps for UC to create a service report with 50 object references are

A consultant has cloned a standard bot as an Enhanced Bot for Universal Containers inbound conversations, which created a simple Omni-Channel flow for the bot What does the consultant need to specify to use this flow in the channel setting other than selecting the flow?

- A. Fallback Queue
- B. Route Work Item
- C. Inbound Flow Action

Answer: B

Explanation:

For the consultant who has cloned a standard bot to an Enhanced Bot for Universal Containers, specifying the "Route Work Item" setting in the channel setup is necessary after selecting the flow. This setting is crucial as it defines how work items, such as service requests or customer interactions, are routed through Omni-Channel, ensuring that the Enhanced Bot's flow directs interactions appropriately to available agents or queues.

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

NEW QUESTION # 188

You need to set up email case creation. Which feature allows automatic case generation from incoming emails?

- A. Einstein Bots configured to handle email inquiries and create cases if needed.
- B. Workflow Rules with email field criteria triggering case creation.
- C. Process Builder sequences defining steps for email parsing and case generation.
- **D. Email-to-Case enabled on the Case object with appropriate field mapping.**

Answer: D

Explanation:

Email-to-Case is the feature that allows automatic case generation from incoming emails by converting emails into case records. This functionality ensures that all relevant email data is captured directly into Salesforce cases, utilizing field mapping to organize and store information correctly.

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

NEW QUESTION # 189

Validating email functionality involves testing delivery and content accuracy. Which tool helps with email address verification?

- A. Data Loader functionality for bulk email address validation against external databases.
- **B. Salesforce Sandbox environment for sending test emails and verifying recipient details.**
- C. Salesforce Reports with filters to identify cases with invalid email addresses.
- D. Einstein Validation Service for real-time email address verification during data entry.

Answer: B

Explanation:

The Salesforce Sandbox environment is the ideal tool for validating email functionality. It allows for the sending of test emails to verify both the delivery and the accuracy of content, including the proper functioning of merge fields and the correctness of recipient details, without affecting live data.

NEW QUESTION # 190

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The pressure we face comes from all aspects. As the social situation changes, these pressures will only increase. We cannot change the external environment. What we can do is improve our own strength. However, blindly taking measures may have the opposite effect. So here comes your best assistant-our Salesforce-Contact-Center Practice Engine. If you study with our Salesforce-Contact-Center exam materials, you can become better not only because that you can learn more, but also because you can get the admired Salesforce-Contact-Center certification.

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