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Salesforce Contact Center Accredited Professional Sample Questions (Q116-Q121):

NEW QUESTION # 116

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

Answer: B

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 # 117

I'd be glad to assist you with crafting the best possible response to the prompt, drawing on the insights from the provided ratings and aiming to surpass the quality of both Response A and Response B.

Ursa Major Solar has implemented Service Cloud Voice. After using it for several months, the customer service manager notices that agents rarely create a note that summarizes what was discussed during a phone call.

This has made it difficult to get an overview of what happened on a case.

What should a consultant suggest to help resolve this challenge?

- **A. Set up the After Conversation Work component so that an agent has time to write a summary of the call before being assigned new inbound calls again.**
- B. Build a flow solution that updates the agent's Presence status to unavailable so they have time to add notes, then put the status back to 'available' after a certain period of time
- C. Instruct agents to update their Presence Status to unavailable every time they finish a call and put their status back to 'available' after wrapping up

Answer: A

Explanation:

To address the issue of agents not having enough time to create summaries after phone calls in Service Cloud Voice, the After Conversation Work (ACW) component should be implemented. ACW provides a designated period after each call where agents are not assigned new calls, allowing them to complete necessary follow-up tasks such as summarizing the call. This helps in ensuring that comprehensive notes are taken, which are crucial for maintaining a detailed history of customer interactions and for providing context in future engagements. By using ACW, agents can focus on quality documentation without the pressure of immediate new call assignments.

Reference: https://help.salesforce.com/s/articleView?id=sf.voice_work.htm

NEW QUESTION # 118

The most suitable functionality to automatically assign cases to an account's dedicated service agent, thereby improving service level quality, is Case Assignment Rules. Here's why:

Ursa Major Solar (UMS) wants to implement Service Cloud Voice. UMS is satisfied with its current telephony provider, which can be used with Voice.

Which Service Cloud Voice telephony model should a consultant recommend?

- **A. Service Cloud Voice with partner telephony from Amazon Connect**

Given that Ursa Major Solar (UMS) is already satisfied with their current

- B. Service Cloud Voice with partner telephony Service Cloud Voice with Amazon Connect
- C. telephony provider and it can be used with Service Cloud Voice, the most suitable telephony model is Service Cloud Voice with partner telephony.

Answer: A

Explanation:

Given that Ursa Major Solar (UMS) is satisfied with its current telephony provider, and this provider is compatible with Service Cloud Voice, the most appropriate recommendation is Service Cloud Voice with partner telephony. This option allows UMS to integrate its existing telephony solution into the Salesforce environment, leveraging its current systems while benefiting from the enhanced CRM capabilities of Service Cloud Voice. This integration ensures a seamless transition and utilization of familiar tools while accessing new functionalities like call transcription and CRM data integration during calls.

NEW QUESTION # 119

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

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

Answer: B

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.

NEW QUESTION # 120

You need to configure dashboards and reports for KPI visualization. Which platform offers the most flexibility?

- A. Einstein Analytics with customizable dashboards and visual data storytelling capabilities.
- B. Omni-Channel dashboards providing real-time insights into agent activity and queue metrics.
- C. Salesforce Reporting tools for generating detailed reports and data analysis.
- **D. All of the above, depending on the desired level of detail, visual representation, and data access.**

Answer: D

Explanation:

Promoting awareness and utilization of a new knowledge base for self-service customer support involves several strategies: A. Integrating knowledge base articles within chat conversations and case workflows enhances relevance and timely assistance. B. Providing prominent access points across customer-facing channels ensures that customers can easily find and use the knowledge base. C. Conducting user training and awareness campaigns increases familiarity with the knowledge base's features and benefits. Implementing all these approaches simultaneously offers a comprehensive strategy to maximize adoption and effectiveness of the new resource.

NEW QUESTION # 121

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