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Salesforce Contact Center Accredited Professional Sample Questions (Q53-Q58):

NEW QUESTION # 53

You need to configure chatbots for different purposes within the Contact Center. Which platform offers the most flexibility?

- A. Dialogflow and similar third-party chatbot platforms integrated with Salesforce.
- **B. All of the above, providing options for diverse bot functionalities and integration flexibility.**
- C. Einstein Bots with pre-built templates and AI capabilities for various customer service scenarios.
- D. Flow Builder with drag-and-drop interface for designing chatbot conversations and logic flow.

Answer: B

Explanation:

Configuring chatbots for varied purposes in the Contact Center can be effectively supported by a variety of platforms. Einstein Bots offer AI-driven capabilities and pre-built templates suited for customer service. Flow Builder provides a flexible, drag-and-drop interface for custom chatbot design. Third-party platforms like Dialogflow offer advanced customization and integration capabilities. Therefore, "D. All of the above, providing options for diverse bot functionalities and integration flexibility" is the best answer, as it encompasses the broadest range of tools for building and customizing chatbots within Salesforce.

Reference: Salesforce Einstein Bots

NEW QUESTION # 54

Your deployment involves migrating historical case dat

a. Which data preparation step helps maintain case history and audit trails accurately?

- A. Transferring all available case data, including comments, attachments, and activity logs, during the migration process.
- **B. All of the above, contributing to a complete and accessible migration of historical case data with preserved context and audit trails.**
- C. Testing case history access and audit trail functionality to verify accurate retrieval and display of historical information.
- D. Configuring the new system to preserve chronological order and timestamps associated with historical case events.

Answer: B

Explanation:

Maintaining case history and audit trails accurately during a migration process involves several crucial steps:

A: Transferring all available case data, including comments, attachments, and activity logs, ensures that no historical data is lost.

B: Configuring the new system to preserve chronological order and timestamps of historical case events maintains the integrity of the case timeline.

C: Testing case history access and audit trail functionality ensures that all historical information is retrievable and accurately displayed post-migration.

These steps collectively ensure that historical case data is migrated completely and remains accessible and contextually intact in the new system.

NEW QUESTION # 55

The customer requests a single view of customer interactions across all channels. Which Salesforce feature best addresses this need?

- A. Integrate Salesforce with a Customer Relationship Management (CRM) system for a combined customer profile.
- **B. Utilize Omni-Channel Routing to unify case routing and agent availability across channels.**
- C. Implement the Customer Community for forum discussions and support ticket submission.
- D. Configure a Knowledge Base with searchable articles and FAQs for self-service options.

Answer: B

Explanation:

Omni-Channel Routing in Salesforce provides a unified view of customer interactions across all channels by efficiently managing case routing and tracking agent availability. This feature ensures that all customer interactions, whether through email, phone, chat, or social media, are visible and manageable in a single console, thus enhancing the ability to provide consistent and informed customer service. Therefore, "A. Utilize Omni-Channel Routing to unify case routing and agent availability across channels" is the best option for achieving a single view of customer interactions across various communication platforms.

Reference: Salesforce Omni-Channel Routing

NEW QUESTION # 56

The customer requires secure access control for sensitive customer data.

a. Which functionality is most important?

- A. Two-Factor Authentication (2FA)
- **B. Field-Level Security**
- C. Encrypted Case Histories

Answer: B

Explanation:

Field-Level Security (FLS) is crucial in controlling access to sensitive data fields within Salesforce. By limiting visibility and editability of specific fields based on user roles, FLS ensures that sensitive information is only accessible to authorized users. While Two-Factor Authentication and encrypted data are also important, FLS is most directly related to controlling access at the data field level, making "A. Field-Level Security" the most important functionality for secure access control.

Reference: Salesforce Documentation on Field-Level Security

NEW QUESTION # 57

I'd recommend a combination of Broadcast Alert and Broadcast Email features in Salesforce Incident Management to fulfill Ursa Major Solar's (UMS) need for efficient communication during widespread outages:

Ursa Major Solar wants to proactively start a conversation with contacted the company before in its contact center by sending the response. Which messaging channel should a consultant recommend to support the

- **A. SMS**
- B. Facebook Messenger
- C. Messaging for Web

Answer: A

Explanation:

Considering the need for proactive communication with customers who have previously contacted the company, SMS is the most effective messaging channel. SMS allows Ursa Major Solar to reach out directly to customers' mobile phones, ensuring high readability and immediate delivery of important messages. SMS is widely accessible and does not require internet connectivity, making it a reliable channel for mass communication, especially in urgent scenarios.

NEW QUESTION # 58

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