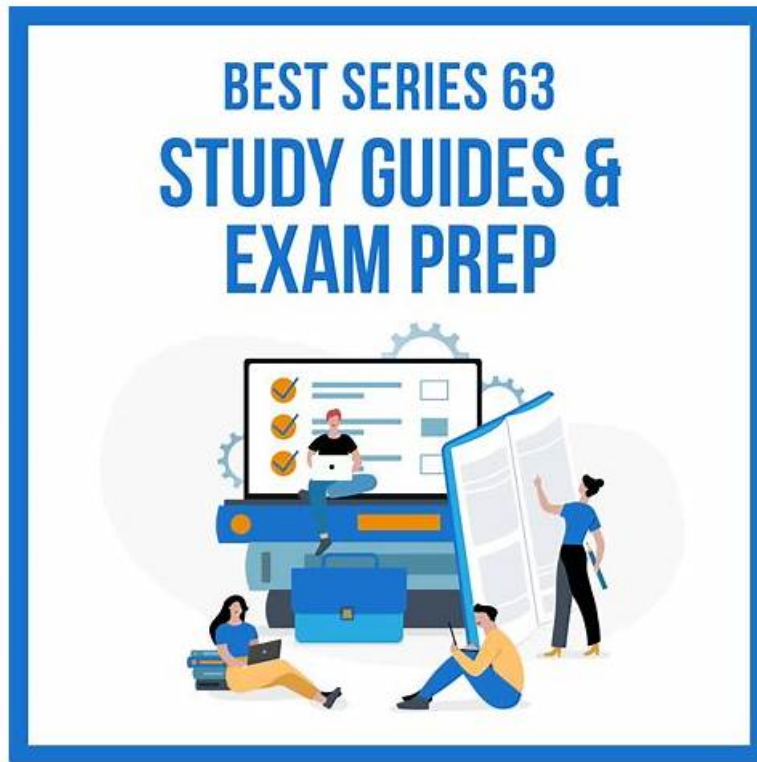


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Salesforce Contact Center Accredited Professional Sample Questions (Q174-Q179):

NEW QUESTION # 174

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

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

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 # 175

The customer wants to streamline agent onboarding and training. Which feature promotes reusability and maintainability?

- A. Design personalized training materials tailored to specific agent skill sets and needs.
- B. Create standard operating procedures (SOPs) documented within Salesforce Knowledge Base articles.
- C. Develop unique training guides and resources for each agent role and case type.
- **D. Leverage Service Cloud Knowledge articles with searchable information and step-by-step guides for common tasks.**

Answer: D

Explanation:

Service Cloud Knowledge articles provide a scalable and reusable solution for agent onboarding and training. These articles can be easily accessed and used by agents for self-help and learning, promoting a consistent training experience across the organization. They also support updates and maintenance, ensuring that the training content remains relevant and accurate. Thus, "C. Leverage Service Cloud Knowledge articles with searchable information and step-by-step guides for common tasks" is the appropriate choice for streamlining training processes.

Reference: Salesforce Documentation on Service Cloud Knowledge

NEW QUESTION # 176

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. Defining clear criteria for call escalation based on urgency and wait times.
- B. Configuring the rule to trigger automatic notifications and case creation for escalated calls.
- 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 # 177

The customer wants to automate sending invoices and case history updates via email. Which business process requirement should be considered?

- A. Configure outbound email integrations with pre-built templates for invoices and case summaries.
- B. Implement Einstein Bots to handle email communication and automate basic customer interactions.
- C. Develop custom Apex code for automated email triggers and attachments.

- **D. Utilize Process Builder with predefined rules for email notifications based on case updates.**

Answer: D

Explanation:

Process Builder in Salesforce allows for the automation of tasks such as sending invoices and case history updates via email following specific triggers or updates to a case. By using predefined rules and conditions within Process Builder, organizations can automate email notifications, ensuring that communications are timely and relevant to the case status. This tool simplifies workflow automation, making it easier to maintain consistent communication with customers without manual intervention.

NEW QUESTION # 178

The customer wants automated case escalation based on specific criteria

a. Which data model element plays a key role?

- A. Custom fields capturing escalation triggers like priority or SLA breaches.
- **B. Entitlements specifying service level agreements and associated escalation rules.**
- C. Workflow Rules configured with escalation steps and case field conditions.
- D. Process Builder sequences defining escalation actions and notifications.

Answer: B

Explanation:

In Salesforce, Entitlements are crucial for managing service level agreements (SLAs) and the associated rules, including escalation policies. Entitlements allow organizations to define and enforce service levels through milestones that can trigger escalations if cases are at risk of breaching service commitments. This functionality is essential for automated case escalation based on specific criteria such as response times or resolution deadlines, which makes "D. Entitlements specifying service level agreements and associated escalation rules" the correct answer.

Reference: Salesforce Documentation on Entitlements

NEW QUESTION # 179

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