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## Salesforce Contact Center Accredited Professional Sample Questions (Q164-Q169):

### NEW QUESTION # 164

You need to validate case closure accuracy and completeness. Which tool helps with this?

- A. Case Closure Rules automatically closing cases based on predefined criteria and ensuring required fields are filled.
- B. Case History review for completeness and verification of resolution details before final closure.
- C. Data Validation Rules on case fields requiring specific formats or preventing invalid entries before closure.
- D. All of the above, contributing to ensuring accurate and complete case closure for efficient data management.**

**Answer: D**

Explanation:

For configuring chatbots within a Contact Center, multiple platforms offer flexibility and diverse functionalities:

A: Einstein Bots provide AI-powered conversation capabilities with templates tailored for various customer service scenarios.

B: Flow Builder offers a visual interface for designing bot conversations, making it easy to customize logic and user interactions.

C: Dialogflow and other third-party platforms can be integrated with Salesforce, offering advanced AI and NLP capabilities for complex interactions.

Leveraging these platforms provides comprehensive options for creating and managing chatbots tailored to different needs and use cases within a Contact Center.

### NEW QUESTION # 165

The company prioritizes increasing online self-service adoption. Which KPI would effectively measure this?

- A. Customer Effort Score (CES)
- B. **Case Volume Deflection Rate**
- C. Web Chat Engagement Rate
- D. Number of Knowledge Base Articles Viewed

**Answer: B**

Explanation:

The Case Volume Deflection Rate is the key performance indicator that would effectively measure the success of increasing online self-service adoption. This KPI calculates the percentage of potential cases that are deflected through self-service channels such as FAQs, knowledge base articles, and automated chatbots, indicating how well these tools are serving customers' needs without requiring direct agent involvement. It is an effective measure of self-service adoption and efficiency.

### NEW QUESTION # 166

The company's primary goal is to improve customer satisfaction. Which KPI best aligns with this objective?

- A. Average Contact Handle Time (AHT)
- B. First Contact Resolution (FCR) Rate
- C. Net Promoter Score (NPS)
- D. **Customer Satisfaction (CSAT) Score**

**Answer: D**

Explanation:

The Customer Satisfaction (CSAT) Score is the key performance indicator (KPI) that best aligns with the objective of improving customer satisfaction. CSAT directly measures the degree of satisfaction customers feel with a service or product, usually gathered through post-interaction surveys asking customers to rate their experience. It provides clear insights into how satisfied customers are, which is directly linked to the company's goal of improving customer satisfaction.

### NEW QUESTION # 167

Your legacy system stores customer data in different formats. Which tool helps assess data readiness for migration?

- A. Data Quality Rules within Salesforce highlighting inconsistencies and missing information.
- B. **Data Migration Assistant (DMA) tool for analyzing data format and compatibility.**
- C. Salesforce Data Loader for bulk data imports and mapping.
- D. Custom Apex code scripts developed to assess and clean legacy data for migration.

**Answer: B**

Explanation:

The Data Migration Assistant (DMA) tool is specifically designed to analyze data formats and compatibility, making it an essential resource for assessing data readiness prior to migration. It helps in evaluating how legacy data formats will translate into Salesforce, identifying any potential issues like data inconsistency or incompatibility early in the migration process. Therefore, "B. Data Migration Assistant (DMA) tool for analyzing data format and compatibility" is the most effective tool for assessing legacy data readiness.

Reference: Salesforce Data Migration

### NEW QUESTION # 168

The customer wants detailed reports on agent performance and customer satisfaction. Which Salesforce tool provides this?

- A. Einstein Discovery
- B. **Reports & Dashboards**
- C. Analytics Cloud
- D. Einstein Bots

**Answer: B**

## Explanation:

Salesforce's Reports & Dashboards tool is specifically designed to provide detailed analytics on various operational metrics, including agent performance and customer satisfaction. This tool allows organizations to create customized reports and dashboards that visualize data effectively, helping managers monitor and analyze performance trends and make informed decisions based on real-time data.

## NEW QUESTION # 169

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