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# Salesforce Advanced Cross Channel Accredited Professional Sample Questions (Q42-Q47):

# **NEW OUESTION #42**

What is true about Einstein engagement frequency (EEF). Select 3

• A. It uses last ISO days engagement data

- B. The model uses data available only in your account
- C. EEF uses only commercial send data not transactional
- D. Used to determine correct no of mails to be send so that there are less unsubscribes due to email fatigue. email fatigue.

# Answer: B,C,D

# Explanation:

Understanding Einstein Engagement Frequency (EEF):

Purpose: EEF is a Marketing Cloud Einstein feature that helps optimize email send frequency for each subscriber. It aims to reduce unsubscribes and improve engagement by sending the right number of emails to each person.

How it Works: EEF analyzes historical engagement data (opens, clicks, etc.) to predict the optimal send frequency for each subscriber.

### Correct Statements:

A: EEF uses only commercial send data not transactional: EEF focuses on optimizing marketing email frequency. Transactional emails (order confirmations, password resets) are typically triggered by specific events and are not part of EEF's optimization. B: The model uses data available only in your account: EEF's predictions are based on the engagement data within your specific Marketing Cloud account. It doesn't use data from other accounts or external sources.

C: Used to determine the correct no of mails to be sent so that there are fewer unsubscribes due to email fatigue: This is the core purpose of EEF. It aims to find the "sweet spot" for each subscriber - enough emails to keep them engaged, but not so many that they unsubscribe due to email fatigue.

# Incorrect Statement:

D: It uses the last 90 days of engagement data: EEF uses the last 28 days of engagement data, not 90.

In Summary:

EEF uses your account's commercial email send data from the last 28 days to determine the optimal email frequency for each subscriber, reducing unsubscribes. A, B, and C are correct.

# **NEW QUESTION #43**

What does Priority in an in App message determine?

- A. Where on the screen (top, middle, bottom) the in-app message should appear
- B. Which message shows first in the lock-screen or notification tray, when the user receives multiple push notifications to their device
- C. If the priority is set to 1, then the user's device will vibrate to let them know
- D. Which message shows first when the user opens the app, when multiple-inapp messages are present on the user's device

# Answer: D

# **NEW QUESTION #44**

What are three differences between the new MC Transactional Messaging API and previous MC triggered message API versions?

- A. API runs on an updated messaging platform which improves scale and send speed
- B. MC Transactional Messaging requires the selection of prioritization low, medium or high priority.
- C. Transactional messaging limits the number of API calls a minute.
- D. The software can track each message utilizing the Event Notification service.
- E. Messages are sent as quickly as possible. For email, there is no more low, medium, or high priority.

# Answer: A,D,E

# **NEW QUESTION #45**

Which two statements are true when using Journey Data and Contact Data within Journey Builder?

- A. Contact Data is a set of static values passed into the Journey for each contact
- B. Journey Data is a set of static values passed into the Journey for each contact
- C. Journey Data is dynamic data that retrieves the latest value upon decision split execution
- D. Contact Data is dynamic data that retrieves the latest value upon decision split execution

# Answer: B,D

# **NEW QUESTION #46**

Where would you set a threshold limit in social studio

- A. workspace settings
- B. column in engage
- C. enterprise admin settings
- D. tab in engage

### Answer: A

### Explanation:

- \* Understanding Threshold Limits:In Social Studio, a threshold limit is a setting that determines how many mentions of specific keywords or topics you want to trigger an alert. This helps you manage the volume of social data and focus on the most important conversations
- \* Navigating Social Studio: Social Studio is organized around workspaces, which are collaborative spaces for teams to manage social media activities.
- \* Workspace Settings as the Key: Workspace settings control how individual workspaces operate, including things like user roles, post approval workflows, and notification settings. It makes sense that thresholds related to monitoring are controlled at the workspace level.
- \* Detailed Steps Within Workspace Settings:
- \* Access Workspace Settings:In Social Studio, you navigate to "Admin" and then find the specific workspace where you want to set the threshold. Within that workspace, you'll see a "Workspace Settings" option.
- \* Notification Settings: Within "Workspace Settings," you look for a section related to
- "Notifications" or "Alerts." This is where you configure how and when you want to be notified about social media activity.
- \* Threshold Configuration: Within the notification settings, you'll find options to set thresholds for different types of mentions. For example, you might set a threshold to receive an email alert if your brand name is mentioned more than 50 times in an hour.
- \* Why Other Options Are Incorrect:
- \* A. Enterprise Admin Settings:Enterprise admin settings control overall Social Studio account settings, user management, and integrations, but they don't manage workspace-specific notifications.
- \* C. Tab in Engage: Engage tabs are used to view and interact with social media content. While you might see alerts based on a threshold in Engage, you don't set the threshold itself there.
- \* D. Column in Engage:Engage columns are customizable views of social media content within a tab. They are used for monitoring and engagement, but not for setting threshold limits.
- \* "Thresholds" in "Admin" settingsrefer to the total count for mentions or posts in a topic profile, not the threshold limit for notifications for social listening.

# In Summary:

Workspace settings in Social Studio are where you control the notification thresholds, makingB. workspace settingsthe correct answer. You configure the criteria and frequency at which you want to receive alerts about specific social media mentions within the workspace settings.

# **NEW QUESTION #47**

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