



Up-to-date Questions and Answers from authentic resources to improve knowledge and pass the exam at very first attempt. ----- Guaranteed.



*Salesforce-Advanced-Cross-Channel Dumps
Salesforce-Advanced-Cross-Channel Braindumps
Salesforce-Advanced-Cross-Channel Real Questions
Salesforce-Advanced-Cross-Channel Practice Test
Salesforce-Advanced-Cross-Channel Actual Questions*



Salesforce

Salesforce-Advanced-Cross-Channel

Salesforce Advanced Cross Channel



<https://killexams.com/pass4sure/exam-detail/Salesforce-Advanced-Cross-Channel>

Question: 113

Which Salesforce feature enables you to create and manage personalized video marketing campaigns?

- A. Lightning App Builder
- B. Process Builder
- C. Workflow rules
- D. Salesforce Video Studio

Answer: D

Explanation: Salesforce Video Studio is a feature that enables you to create and manage personalized video marketing campaigns. It provides tools for creating, editing, and distributing video content to engage with your audience. With Salesforce Video Studio, you can personalize video messages, track video engagement metrics, and incorporate videos into your cross-channel marketing campaigns.

Question: 114

Which Salesforce feature allows you to create and manage personalized chatbot experiences?

- A. Process Builder
- B. Salesforce Einstein Bots
- C. Workflow rules
- D. Lightning App Builder

Answer: B

Explanation: Salesforce Einstein Bots is a feature that allows you to create and manage personalized chatbot experiences. It provides tools for designing and deploying AI-powered chatbots to automate customer interactions and provide self-service support. With Salesforce Einstein Bots, you can customize chatbot conversations, integrate with other Salesforce features, and deliver personalized and efficient customer service experiences.

Question: 115

Which Salesforce feature enables you to create and manage personalized omnichannel service experiences?

- A. Lightning App Builder
- B. Process Builder
- C. Workflow rules
- D. Service Cloud

Answer: D

Explanation: Service Cloud is a Salesforce feature that enables you to create and manage personalized omnichannel service experiences. It provides tools for case management, knowledge base, live chat, social media support, and more. With Service Cloud, you can deliver consistent and personalized service across multiple channels, empower your agents with relevant customer information, and resolve customer issues efficiently.

Question: 116

Which Salesforce feature allows you to track and manage customer feedback and complaints?

- A. Workflow rules
- B. Process Builder
- C. Salesforce Feedback Management
- D. Lightning App Builder

Answer: C

Explanation: Salesforce Feedback Management is a feature that allows you to track and manage customer feedback and complaints. It provides tools for collecting, organizing, and analyzing customer feedback to identify areas for improvement and take appropriate actions. With Salesforce Feedback Management, you can capture feedback through surveys, social media, and other channels, analyze sentiment and trends, and enhance the overall customer experience.

Question: 117

Which Salesforce feature enables you to create and manage personalized call center experiences?

- A. Lightning App Builder
- B. Process Builder
- C. Workflow rules
- D. Salesforce Service Cloud Voice

Answer: D

Explanation: Salesforce Service Cloud Voice is a feature that enables you to create and manage

Question: 118

What is true about SMS keywords other than HELP and STOP?

- A. keywords in parent business unit are automatically available to all child business units
- B. keywords in child business unit can be shared between other child business units
- C. keywords in parent or child business unit are available only in that business unit
- D. keywords in parent business unit can be shared to any child business units

Answer: C

Question: 119

send multiple emails over a period of 3 months with link to download mobile app. If link clicked then send app feature emails else same mails to download mobile app after every 3 days.

How would you design this Multiple select?

- A. use journey with email activities and enagement split activity
- B. use query activity to query _ click and use contact data in journey.
- C. use contact designer
- D. use Journey data and not contact data

Answer: A,D

Question: 120

How frequently does Einstein Engagement Scoring updates to email?

- A. Email daily
- B. Mobile Weekly
- C. Model Monthly

Answer: B

Question: 121

How does social studio unify anonymous and known identities?

- A. Deterministic matching
- B. social networking

Answer: A

Question: 122

How dots social studio unify anonymous and known identities?

- A. Deterministic matching

Answer: A

Question: 123

You are using replace inbox message feature. But your audience has changed and some of the contacts who received the first message do not exist.

What would happen?

- A. the inbox message is replaced for all user.
- B. the inbox message is replaced only for users who do not exist:
- C. inbox message Is replaced for users who read the first message.
- D. Inbox message is replaced for existing usef s and deleted for users who do not eixist.

Answer: D

Question: 124

3 possible reasons why a SMS message would fail to reach users mobile? (select 3 options)

- A. switched off
- B. SMS sent to landline number
- C. mobile is in another call
- D. out of cellular network coverage
- E. Low battery

Answer: A,B,D

Question: 125

Where to create topic profiles in command center?

- A. command center
- B. social automate
- C. social admin

Answer: C

Question: 126

What is the fastes way to add a classification to a post?

- A. Macro
- B. Add classification manually to each post.
- C. Classification cannot be added to a post

Answer: A

Question: 127

What data is there in mobile connect demographics, select3

- A. City
- B. Region

- C. Email
- D. First name
- E. channel

Answer: A,D,E



SAMPLE QUESTIONS

*These questions are for demo purpose only. **Full version** is up to date and contains actual questions and answers.*

Killexams.com is an online platform that offers a wide range of services related to certification exam preparation. The platform provides actual questions, exam dumps, and practice tests to help individuals prepare for various certification exams with confidence. Here are some key features and services offered by Killexams.com:

Actual Exam Questions: *Killexams.com provides actual exam questions that are experienced in test centers. These questions are updated regularly to ensure they are up-to-date and relevant to the latest exam syllabus. By studying these actual questions, candidates can familiarize themselves with the content and format of the real exam.*

Exam Dumps: *Killexams.com offers exam dumps in PDF format. These dumps contain a comprehensive collection of questions and answers that cover the exam topics. By using these dumps, candidates can enhance their knowledge and improve their chances of success in the certification exam.*

Practice Tests: *Killexams.com provides practice tests through their desktop VCE exam simulator and online test engine. These practice tests simulate the real exam environment and help candidates assess their readiness for the actual exam. The practice tests cover a wide range of questions and enable candidates to identify their strengths and weaknesses.*

Guaranteed Success: *Killexams.com offers a success guarantee with their exam dumps. They claim that by using their materials, candidates will pass their exams on the first attempt or they will refund the purchase price. This guarantee provides assurance and confidence to individuals preparing for certification exams.*

Updated Content: *Killexams.com regularly updates its question bank and exam dumps to ensure that they are current and reflect the latest changes in the exam syllabus. This helps candidates stay up-to-date with the exam content and increases their chances of success.*

Technical Support: *Killexams.com provides free 24x7 technical support to assist candidates with any queries or issues they may encounter while using their services. Their certified experts are available to provide guidance and help candidates throughout their exam preparation journey.*

For More exams visit <https://killexams.com/vendors-exam-list>
Kill your exam at First Attempt....Guaranteed!