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QUESTION 1

The VP of Service at Universal Containers is looking for ways to reduce contact center costs.

Which two metrics should the Consultant recommend?

Choose 2 answers

- A. First Call Resolution
- B. Average Handle Time
- C. Service-Level Agreements
- D. Time to Answer

Correct Answer: AB

QUESTION 2

Which three processes are uses case for Visual Workflow? Choose 3 answers

- A. Cross-sell promotions for agents
- B. Decision-based troubleshooting for agents
- C. Assignment of email to a case queue based on subject
- D. Caller verification and creation of a new case
- E. Field validation during case creation

Correct Answer: ABD

QUESTION 3

Universal Containers has a single contact center that handles all service requests including chat, Cases, and web form submissions. It is important that Reps are assigned work evenly so that all requests are handled in the order they are received.

How would a Consultant address this requirement?

- A. Configure Case Assignment Rules
- B. Configure Omni-Channel with Most Available Routing
- C. Configure Live Agent Skills-based Routing
- D. Configure Omni-Channel with Least Active Routing



Correct Answer: B

QUESTION 4

Universal Containers\\' contact center manager needs to measure the following metrics: Agent productivity Customer satisfaction

Which report should a consultant recommend? (Choose 2)

- A. Average handle time
- B. First contact resolution
- C. Average speed to answer
- D. Escalation rate

Correct Answer: AB

QUESTION 5

Universal Containers purchased Knowledge and would like to implement it as soon as possible. What approach should a consultant recommend?

- A. Activate Knowledge One within the Salesforce Console for Service.
- B. Create a Knowledge Visualforce component on the case detail page.
- C. Activate Knowledge One on the case detail page.
- D. Create a Knowledge Visualforce component within the Salesforce Console for Service.

Correct Answer: A

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