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QUESTION 1

Which statements are true regarding a prebuilt Salesforce computer telephony integration (CTI) adapter for different telephony systems? (Choose 2) A. It is a server based software program that controls the behavior of a Salesforce SoftPhone

B. It is an intermediary between a telephony system and a Salesforce CRM call center user

C. It utilizes the SoftPhone capability from within the Salesforce application

D. It allows voicemails to be captured and stored as attachments on cases

Correct Answer: BC

QUESTION 2

A manager would like information on the knowledge base searches conducted by customers and call center agents. Which two metrics are useful for identifying knowledge article effectiveness?

Choose 2 answers

A. Knowledge search query with no results.

B. Knowledge articles with the lowest rating.

C. Number of knowledge articles in each data category.

D. Knowledge articles created by call center agents.

Correct Answer: AB

QUESTION 3

How should a consultant provide suggested article functionality to lightning service console users?

A. Add the suggested article widget to the case page layout.

B. Add the knowledge component to the service console.

C. Create email templates with knowledge articles attached.

D. Add the knowledge tab to the console app.

Correct Answer: B

QUESTION 4

Universal Containers is implementing a call center using CTI (Computer-telephony integration).



Which three items, at a minimum, must be implemented and deployed to ensure success?

Choose 3 answers

- A. Configure call center definition
- B. Deploy Call Center Directory
- C. Install CTI adapter using open CTI
- D. Configure IVR auto response
- E. Assign users to a call center

Correct Answer: ACE

QUESTION 5

Which contact center type is most likely to implement Information Technology Infrastructure Library (ITIL) to align with industry best practices?

- A. Information Technology (IT) help desk
- B. Telesales center
- C. Human Resources (HR) help desk
- D. Telemarketing center

Correct Answer: A

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