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QUESTION 1

Which capabilities of the console can the company use to help improve its contact center performance? (Choose 2)

- A. Allows Chatter Messenger to be used between agents
- B. Displays records and their related items as tabs on one screen
- C. Is available for users in the partner portal
- D. Indicates when records and lists are changed by others

Correct Answer: AB

QUESTION 2

Which task should be included in a business continuity plan for a contact center? Choose 3 answers.

- A. Route cases to agents in an alternate center.
- B. Disable the Interactive Voice Response (IVR) system.
- C. Deliver training on case handling for contingent staff.
- D. Update the case status field values.
- E. Monitor service level agreements (SLAs) and notify customers.

Correct Answer: ACE

QUESTION 3

The Universal Containers support center management team would like to leverage Salesforce functionality to improve collaboration on cases. What should a consultant recommend to meet this requirement? (Choose 2)

- A. Create escalation rules to re-assign cases after SLAs have expired.
- B. Enable the Service Cloud Console and Knowledge sidebar for agents.
- C. Create case teams and introduce swarming to resolve cases.
- D. Enable and use Chatter feed tracking on the case object.

Correct Answer: CD

QUESTION 4

Universal Containers plans to migrate its existing knowledge base into Salesforce Knowledge.

Which three statements must be considered?

Choose three answers

- A. A separate .csv import file is uploaded for each data category
- B. Attachments and .html files must be referenced in a corresponding .zip file
- C. Each article must be associated to an article type
- D. One .csv import file is uploaded for all article types
- E. A separate .csv import file is uploaded for each article type

Correct Answer: BCE

QUESTION 5

Which metric influences customer satisfaction? Choose 2 answers

- A. After call work
- B. Cost per call
- C. First call resolution
- D. Call quality

Correct Answer: CD

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