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QUESTION 1

A service manager has just configured chat at a company site. Now, the agents cannot see the chat footer components in the console.

Which configuration option should be verified?

- A. Verify that users have access to the chat buttons.
- B. Verify that users are assigned the chat user profile.
- C. Verify that users have access to the chat public group.
- D. Verify that users are assigned the chat feature license.

Correct Answer: D

QUESTION 2

Universal Containers will be launching a telesales contact center. What should be considered in the design? Choose 2 answers.

- A. Integration with Field service teams and apps
- B. Strategies to maximize call deflection
- C. Performance for high volume of interactions
- D. Integration with Lead Generation team and apps

Correct Answer: CD

QUESTION 3

Universal Containers needs to ensure it is staffing enough agents to answer calls at times of peak volume. In addition, the company needs to report on the metric listed below.

1.

Average handle time (AHT)

2.

Adherence to service level agreements (SLAs)

Which data source would Universal Containers need in order to gather this information? Choose 3 answers

- A. Automatic Call Distributor (ACD)
- B. Entitlements

- C. Workflow Management (WFM)
- D. Chat log history
- E. Interactive Voice Response (IVR)

Correct Answer: AC

QUESTION 4

Universal Containers wants to shorten the average call time in its contact centers by prompting the customers to enter customer number and identify their order and product information when they call for support. After providing this information, the customer should then have the option to speak a support agent if they still need help. Which system will help Universal Containers meet this requirement?

- A. Computer Telephony Integration
- B. Interactive Voice Response
- C. Automatic Call Distribution
- D. Order Management System

Correct Answer: B

QUESTION 5

Due to a recent product recall, Universal Containers has experienced a 50% increase in daily calls to the Contact Center. The Contact Center has increased support to 24x7 with agents working 12-hour shifts. The VP of Service is concerned about the ability to sustain the increased hours and added cost to support the higher call volume.

Which recommendation should the Consultant make in anticipation of higher call volume?

- A. Set up a private Knowledge Base to provide FAQs to customers affected by the recall to defect call.
- B. Set up telephony integration using a CTI adapter for quicker agent access when customers call in, reducing average handle time.
- C. Set up IVR with an automated response for customers affected by the recall to defect calls.
- D. Set up a customer survey for customers calling in to identify the severity and impact of the recall.

Correct Answer: C

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