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QUESTION 1

Universal Containers Executives want to see contact center metrics from each of its different geographic regions. How should a Consultant support this requirement?

- A. Create a Dashboard for each Region.
- B. Create a single Dashboard with a Region filter.
- C. Create a Dashboard for each Case Team.
- D. Create a single Dashboard with a Case Team filter.

Correct Answer: B

QUESTION 2

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 3

Universal Containers wants to ensure the contracted service level requirements for its clients are being met. What should be configured to meet this requirement?

- A. Entitlement processes, milestones, milestone actions, and entitlements
- B. Entitlement processes, contracts, contract line Items, and entitlements
- C. Entitlement processes, contract line items, milestones, and entitlements
- D. Entitlement processes, contracts, milestones, and milestone actions

Correct Answer: A

QUESTION 4

A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty. Which three measures satisfy this requirement? Choose 3 answers

- A. customer satisfaction Survey
- B. Customer Purchase History
- C. Customer Support Requests
- D. Net promoter Score
- E. Service Level Agreement

Correct Answer: ABD

QUESTION 5

Universal Containers wants to implement a new web presence to support its customers. It has provided the following requirements: Ability for visitors to search Knowledge articles without registering or logging in Ability for over one million registered customers to securely submit cases and view the status of those cases Ability to display white papers to registered customers Ability for registered customers to save favorite Knowledge articles for easy access later

What should the consultant recommend as part of the solution?

- A. Implement Partner Communities with Knowledge.
- B. Implement Customer Communities with Content.
- C. Implement Employee Communities with Content.
- D. Implement Customer Communities with Knowledge.

Correct Answer: D

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