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QUESTION 1

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 2

Universal Containers wants to deploy Live Agent as a new support channel, and wants its Support Agents to be able to respond to chats quickly. Which two features should a Consultant recommend? Choose 2 answers

- A. Configure LiveMessage
- B. Activate quick test
- C. Create quick actions
- D. Deploy Pre-Chat form

Correct Answer: BD

QUESTION 3

Universal Containers CFO is looking for ways to reduce contact center costs. Which customer service metric should the CFO monitor to reach the budget goals? (Choose 2)

- A. First call resolution
- B. Average handle time
- C. Upsell percentage
- D. Customer retention

Correct Answer: AB



QUESTION 4

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.

Average handle time (AHT)

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 5

UC is initiating a program to improve customer satisfaction. As part of the program, customers must be surveyed after the case is closed to ensure the customer is satisfied and the issue has been resolved. What solution should a consultant recommend to meet this requirement?

A. Use workflow rules to send an email to the customer

B. Use escalation rules to assign the case to a case queue

C. Use auto-response rules to send an email to the customer

D. Use assignment rules to assign the case to a case queue

Correct Answer: A

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