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QUESTION 1

Universal Containers is experiencing system timeouts when running case reports. What should a consultant recommend to improve the performance of the reports? Choose 2 answers.

- A. Remove formula fields from filter criteria.
- B. Remove unnecessary columns from the reports.
- C. Remove date boundaries from filter criteria.
- D. Remove dashboards based on long-running reports.

Correct Answer: A

QUESTION 2

Which Lightning Service Console feature should be used to enable Service Reps to send emails with attachments to customers based on the Case details?

- A. Process Builder
- B. Lightning Knowledge
- C. Macros
- D. Visual Workflow

Correct Answer: A

QUESTION 3

Universal Containers is training a new set of Service Reps. Part of the training includes handling Live Agent chats from customers. However, it is important that contact center managers monitor the chat sessions to ensure the Service Reps' responses are professional and accurate and to be able to assist when needed. What Lightning Console feature should a Consultant configure to support this need?

- A. Configure Omni-Channel Supervisor tab and 3rd party access.
- B. Configure Live Agent Supervisor tab and Whisper Messages.
- C. Add the Live Agent Component to the Utility bar.
- D. Configure the SOS sn

Correct Answer: B

QUESTION 4



A Service Manager has just configured Live Agent at a company site. Now, the Agents cannot see the Live Agent footer component in the console.

Which configuration option should be verified?

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

Correct Answer: D

QUESTION 5

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

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