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QUESTION 1

Which contact center type is most likely to implement Information Technology Infrastructure Library (ITIL) to align with industry best practices?

- A. Information Technology (IT) help desk
- B. Telesales center
- C. Human Resources (HR) help desk
- D. Telemarketing center

Correct Answer: A

QUESTION 2

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 3

What are two benefits of deploying Knowledge in Customer Communities?

- A. Reduces incoming call volume
- B. Replaces the need for an email channel
- C. Eliminates tracking of customer entitlements
- D. Uncovers gap in the knowledge base

Correct Answer: AB



QUESTION 4

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier I and know how far Tier I had progressed in troubleshooting?

- A. Service Console Macros
- B. Lightning Guided Engagement
- C. Path for Cases
- D. Lightning Flow Component

Correct Answer: B

QUESTION 5

The lifecycle of a Knowledge article consists of five stages. In which order does an article proceed through these stages?

- A. Create, approve, publish, consume, feedback
- B. Create, feedback, publish, approve, consume
- C. Create, publish, feedback, approve, consume
- D. Create, consume, feedback, approve, publish

Correct Answer: A

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