Service Cloud

1. Which task should be included in a business continuity plan for a contact centre? Choose three answers.
   1. **Route cases to agents in an alternate centre.**
   2. Disable the Interactive Voice Response (IVR) system.
   3. **Deliver training on case handling for contingent staff.**
   4. Update the case status field values.
   5. **Monitor service level agreements (SLAs) and notify customers.**
2. Universal Containers plans to deploy the new Service Cloud console to its support team. Which steps should be considered in deployment? (Choose 3 answers.)
   1. **Customize highlight panels for all objects.**
   2. **Set up interaction logs and assign them to user profiles.**
   3. **Assign users the Service Cloud User feature license.**
   4. Set up users and assign them to a queue.
   5. Customize case list views.
3. Which metric influences customer satisfaction? Choose 2 answers:
   1. **First call resolution**
   2. Cost per call
   3. After call work
   4. **Call quality**
4. An outsourced contact centre is losing part-time agents to a nearby contact centre that promotes flexible scheduling. Which support channel requires the smallest amount of agent work time?
   1. Web to case
   2. Email to case
   3. **Web self service**
   4. Chat
5. Which method can be used to improve agent retention? Choose 2 answers:
   1. Mix telephony interactions with email and chat
   2. **Extend benefits to part-time agents**
   3. Provide additional training on tools and process
   4. **Allow shift trading between agents**
6. Which system would a contact centre integrate with in order to provide field service agents with information needed to provide service at customer sites?
   1. Telephony
   2. Order Fulfilment
   3. **Enterprise Resource Planning (ERP)**
   4. Marketing
7. Universal Containers is designing a contact centre focused on customer billing inquires. The contact centre includes the variables listed below.

* 2 million accounts in Salesforce
* 20 million invoices in an external application
* 600 support agents
* 300,000 transactions processed daily across agents

When agents view an account in Salesforce, they need to view the invoices associated with an account and view the detail of the invoices. However, agents do not need to update or report on invoice information. Which solution would meet these requirements? Choose 2 answers:

1. Create a bi-directional integration using the Salesforce API
2. Build a real-time integration to import invoices into a Salesforce custom object
3. **Launch the customer billing application in Salesforce as a Web tab**
4. **Design a Visualforce page to display invoice data in Salesforce based on a real-time call**
5. Universal Containers is designing a contact centre that will store 20 million cases. Of those, 5 million will need to be accessed for reporting and search. Which approach will ensure best system performance? Choose 3 answers:
   1. **Custom indexes**
   2. **Tiered data strategy**
   3. Record types
   4. **Divisions**
   5. Custom search
6. Universal Telco sells and supports a line of smart phones. The company offers support via phone, email-to-case, web-to-case, and a customer portal. The call centre manager is incensed to drive support through customer self-service. Which report should be included on the manager's dashboard? Choose 3 answers:
   1. Average Call Handle Time
   2. **Cases by Support Channels**
   3. **Number of Portal Logins per Day**
   4. Escalated Calls
   5. **Knowledge Article Usage**
7. A report shows average time spent by agents to resolve cases. Nine of twelve agents spend approximately the same time to resolve cases. However, Agent A has a much shorter average time to resolve cases and Agents B and C have a much longer average time to resolve cases. How can the supervisor use this data to drive greater consistency in average time spent by agents across the team? Choose 3 answers:
   1. **Document and share the practices of Agent A with the team via knowledge articles**
   2. Lower the target for entire team to that of Agent A
   3. **Review case history and activities for Agents B and C**
   4. **Build a dashboard to display individual performance by agent versus the team goal**
   5. Update case assignment rules to route more cases to Agent A