Question 1

The most suitable functionality to automatically assign cases to an account's dedicated service agent, thereby improving service level quality, is Case Assignment Rules. Here's why:

Ursa Major Solar (UMS) wants to implement Service Cloud Voice. UMS is satisfied with it current telephony provider, which can be used with Voice.

Which Service Cloud Voice telephony model should a consultant recommend?

Options:

A- Service Cloud Voice with partner telephony Service Cloud Voice with Amazon Connect

B- Service Cloud Voice with partner telephony from Amazon Connect Given that Ursa Major Solar (UMS) is already satisfied with their current

C- telephony provider and it can be used with Service Cloud Voice, the most suitable telephony model is Service Cloud Voice with partner telephony.

Answer:

B

Explanation:

Given that Ursa Major Solar (UMS) is satisfied with its current telephony provider, and this provider is compatible with Service Cloud Voice, the most appropriate recommendation is Service Cloud Voice with partner telephony. This option allows UMS to integrate its existing telephony solution into the Salesforce environment, leveraging its current systems while benefiting from the enhanced CRM capabilities of Service Cloud Voice. This integration ensures a seamless transition and utilization of familiar tools while accessing new functionalities like call transcription and CRM data integration during calls.

Question 2

Question Type: MultipleChoice

For supervisors within a Service Cloud Voice environment using Amazon Connect, the ideal tools to track key performance indicators (KPIs) like calls answered, average handle time, and average speed to answer are:

Which functionality should a consultant recommend when a client wants to improve their service level quality and automatically push cases to an account's dedicated service agent?

Options:

A- Case Assignment Rule

B- Skill-Based Routing Rules

C- Omni Channel Flows

Answer:

C

Explanation:

When aiming to improve service level quality by automatically pushing cases to an account's dedicated service agent, the recommended functionality is Omni Channel Flows. Omni Channel Flows allow for advanced routing configurations that take into account agent skills, availability, and workload. This enables cases to be dynamically routed to the appropriate agent who has been identified as the dedicated service agent for a particular account, ensuring that customers receive consistent and knowledgeable support.

Question 3

Question Type: MultipleChoice

While the listed features each serve a purpose, the most suitable choice for Ursa Major Solar's goal of connecting customers with subject-matter experts (SMEs) for real-time, detailed discussions is Experience Site with integrated Live Agent Chat or Messaging for Web.

A consultant is preparing post-implementation training material for the agents and supervisors in an environment that uses Service Cloud Voice with Amazon Connect. Supervisors need to track key performance indicators (KPIs), such as calls answered. average handle time, and average speed to answer.

Where should the consultant point supervisors to track these KPIs?

Options:

A- Omni Supervisor Console and Amazon Supervisor Dashboard

B- Service Cloud Voice Analytics App and Omni Supervisor Console

C- Service Cloud Voice Analytics App and Amazon Supervisor Dashboard

Answer:

B

Explanation:

For supervisors needing to track key performance indicators (KPIs) such as calls answered, average handle time, and average speed to answer in an environment using Service Cloud Voice with Amazon Connect, the optimal tools are the Service Cloud Voice Analytics App

and the Omni Supervisor Console. The Service Cloud Voice Analytics App provides detailed analytics and visualizations specific to voice interactions, offering insights into call volumes, handle times, and service levels. The Omni Supervisor Console complements this by offering real-time monitoring of agent activity and queue statistics, enabling supervisors to manage and optimize agent productivity and response times effectively.

Question 4

While the stakeholders might not be familiar with the term "Continuous Integration," outlining its benefits in terms of improved quality, efficiency, and reduced risk can easily convince them of its value for the Contact Center project. Here are some specific points to highlight Ursa Major Solar wants a consultant to design a solution that will blow its customers take detailed questions about a product's functionality. The customer should be able subject-matter experts and interact with IT support

through available channels in real time.

Which feature should the consultant use to accomplish this?

Options:

A- Mass Email

B- Experience Site

C- Public Groups

Answer:

B

Explanation:

For Ursa Major Solar's requirement to enable customers to ask detailed questions about product functionality and interact with subject-matter experts in real time, the consultant should recommend the use of an Experience Site. Experience Sites, built using Salesforce Experience Cloud, allow organizations to create branded, feature-rich communities and portals for customer interaction. These sites can facilitate direct communication channels between customers and experts, provide access to knowledge articles, and offer real-time support functionalities. This feature will enable customers to engage interactively and receive the information they need efficiently. Reference: https://help.salesforce.com/s/articleView?id=sf.networks_overview.htm

Question 5

Question Type: MultipleChoice

The most standard metric a consultant should focus on improving to reduce cost per case in the contact center is Average Handle Time (AHT).

Ursa Major Solar is advised by a consultant to utilize Continuous

Integration (CI) during its Contact Center implementation project. However, some of the stakeholders are not familiar with it and are questioning the benefits it yields.

What should the consultant outline as the advantage of a CI process to the

customer?

Options:

A- Organizes source development into package directories

B- Ensures application quality before any corrupt change can get into the Source..

C- Creates and deletes package versions in each testing environment

Answer:

B

Explanation:

The primary advantage of a Continuous Integration (CI) process in the context of a Contact Center implementation project is that it ensures application quality before any corrupt change can get into the source. CI involves automatically testing any changes made to the application codebase as soon as they are submitted. This allows for immediate feedback on the impact of new changes, ensuring that errors are caught early and can be addressed before they affect the main branch or end-users. CI supports a stable development environment, promotes more frequent code releases, and maintains high quality and reliability of the application, which are crucial in a dynamic customer service environment. Reference: https://developer.salesforce.com/

Question 6

Question Type: **MultipleChoice**

To streamline communication and clarify case conversation history for an insurance company handling a high volume of cases, I recommend a combined approach utilizing Case Comments and Case Hierarchy, with careful consideration of Chatter's limitations:

A project sponsor has stated that their primary goal is to reduce the cost per case in the contact center.

Which standard metric should a consultant focus on improving to reduce cost per case in the contact center?

Options:

A- Average Cases per Agent

B- Average Resolution Time

C- Average Handle Time

Answer:

C

Explanation:

To reduce the cost per case in the contact center, the consultant should focus on improving the Average Handle Time (AHT). AHT measures the average duration of contact with a customer, including talk time, hold time, and the time spent on related tasks after the call. By reducing AHT, an organization can handle more cases without additional resources, effectively decreasing the cost per case. Reducing AHT can be achieved through better training, more efficient tools, and workflow optimization, directly impacting the cost efficiency of the contact center operations. Reference: https://help.salesforce.com/

Question 7

Question Type: **MultipleChoice**

Based on the scenario and considering regulatory limitations, the most suitable messaging channel for Ursa Major Solar (UMS) to proactively initiate conversations with previous contact center customers is Messaging for Web.

An insurance company handles a large volume of cases every year. The companies communicate with the customer and other third parties through related cases und the same customer issue. Currently, they find it confusing to follow the count appears from different people and channels.

What should a consultant utilize to design a solution so the common is easier to follow, but still relatable to the original customer case?

Options:

A- Chatter

B- Case Comments

C- Case Hierarchy

Answer:

C

Explanation:

To manage a large volume of cases and the associated communication threads effectively, the consultant should implement a Case Hierarchy. Case Hierarchy allows the organization to link related cases, making it easier to track all communication concerning a customer issue across different cases and channels. This structure helps in maintaining a clear and organized overview of the case

progression, facilitating easier follow-up and resolution. Case Hierarchy is particularly beneficial in environments where cases often involve multiple interactions over a range of related issues.