Question 1

An Inside Sales Contact Center Manager would like to access the ROI of the Contact Center.

Which three metrics should the Manager use to access the ROI?

Choose 3 answers

Options:

A) Average queue time per agent

B) Number of leads created

C) Opportunities per channel

D) Cost per call

E) Number of sales queues

Answer:

B, C, D

Question 2

A team of publishers has created and published articles in Salesforce Knowledge. The manager of the help desk wants to verify that the articles are useful to agents. Which reports can the help desk manager use to determine the quality of the articles? (Choose 2)

Options:

A) Report on the articles attached in cases.

B) Report on articles followed in Chatter.

C) Report on agent ratings on articles

D) Report on agent feedback on articles

Answer:

A, C

Question 3

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.

Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

Options:

A) Number of calls offered

B) Agent utilization

C) Quality monitoring score

D) Schedule adherence

Answer:

B, D

Question 4

Question Type: **MultipleChoice**

An Inside Sales Contact Center Manager would like to access the ROI of the Contact Center.

Which three metrics should the Manager use to access the ROI?

Choose 3 answers

Options:

A) Average queue time per agent

B) Number of leads created

C) Opportunities per channel

D) Cost per call

E) Number of sales queues

Answer:

B, C, D

Question 5

Question Type: **MultipleChoice**

A team of publishers has created and published articles in Salesforce Knowledge. The manager of the help desk wants to verify that the articles are useful to agents. Which reports can the help desk manager use to determine the quality of the articles? (Choose 2)

Options:

A) Report on the articles attached in cases.

B) Report on articles followed in Chatter.

C) Report on agent ratings on articles

D) Report on agent feedback on articles

Answer:

A, C

Question 6

Question Type: **MultipleChoice**

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.

Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

Options:

A) Number of calls offered

B) Agent utilization

C) Quality monitoring score

D) Schedule adherence

Answer:

B, D