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QUESTION 1

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

- A. Number of calls offered
- B. Agent utilization
- C. Quality monitoring score
- D. Schedule adherence

Correct Answer: BD

QUESTION 2

Universal Containers is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support. Which solution should a consultant recommend to meet this requirement?

- A. Assign Team-based roles to the associated product data category value.
- B. Assign Team-based profiles to the associated product data category value.
- C. Assign Team-based roles to the associated product article type.
- D. Assign Team-based profiles to the associated product article type.

Correct Answer: A

QUESTION 3

Universal Finance has two sales divisions. Sales Division A's customers are individuals; Ind Sales Division B's customers are businesses. Of Each division's sales representatives have their own user profiles, and person accounts are enabled. Sales Division B's sales representatives should not be able to create person accounts; they should only be able to create business accounts. What solution should a consultant recommended to meet these requirements?

- A. Remove person account record types from the Division B sales representative user profile.
- B. Use Divisions to hide person accounts from the Division B sales representative user profile.
- C. Use field-level security to hide the "Is Person Account" Checkbox from the Division B sales representative user profile.
- D. Check the "disable person accounts" permission on the Division B sales representative user profile.

Correct Answer: A



QUESTION 4

When enabling multiple currencies what feature is enabled on all opportunity? Choose 2 answers

- A. Currency must be specified for the opportunity
- B. User's defaults currency overrides the specified opportunity currency
- C. The selected currency is used for the Amount (Converted) field
- D. the selected currency is used for the Amount field

Correct Answer: AD

QUESTION 5

Why is it important to forecast sales?

- A. Forecasting helps a company know what's in the pipeline
- B. Forecasting allows a company to manage revenue
- C. Forecasting tells managers the percent of deals closed
- D. Forecasting moves opportunities through stages

Correct Answer: B

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