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QUESTION 1

How many days does the report exist after you run it?

A. 60

B. 70

C. 80

D. 90

Correct Answer: A

QUESTION 2

Your customizations in the interaction view remain in effect even if you leave and return to the view.

A. True

B. False

Correct Answer: A

Reference: https://help.mypurecloud.com/articles/queues-interactions-detail-view/

QUESTION 3

Reports provide only real-time information.

A. True

B. False

Correct Answer: B

Reference: https://docs.genesys.com/Documentation/PSAAS/latest/EMG/Reporting

QUESTION 4

Which of the following views can help supervisors to determine agent performance issues with interactions that set a specific wrap-up code in one or multiple queues?

A. Agents Wrap-Up Interval Detail

B. Agents Schedule Detail

C. Agents Wrap-Up Detail

D. Agents Interactions Detail

Correct Answer: C

Reference: https://help.mypurecloud.com/articles/agents-wrap-up-detail-view/

QUESTION 5

How can we monitor the real-time statistics for all queues?

A. Performance > Queues Activity

B. Performance > My Queues Activity

C. Performance > Queues Performance

D. Performance > Queues

Correct Answer: A

Reference: https://help.mypurecloud.com/articles/queues-activity-summary-view/

QUESTION 6

User Status Detail report includes specifics about queue activity such as interacting, idle, and not responding.

A. True

B. False

Correct Answer: B

Reference: https://help.mypurecloud.com/articles/user-status-detail-report/

QUESTION 7

How is Service Level calculated by default?

A. (Number of answered interactions ?number of answered interactions that miss the service level target) / ((Number of answered interactions + number of offered interactions) + (Calculation Option Switch Setting(s)))*100

B. (Number of answered interactions + number of answered interactions that miss the service level target) / ((Number of answered interactions + number of offered interactions) + (Calculation Option Switch Setting(s)))*100

C. (Number of answered interactions ?number of answered interactions that miss the service level target) / ((Number of answered interactions + number of abandoned interactions) + (Calculation Option Switch Setting(s)))*100

D. (Number of answered interactions + number of answered interactions that miss the service level target) / ((Number of answered interactions + number of abandoned interactions) + (Calculation Option Switch Setting(s)))*100

Correct Answer: C

Reference: https://help.mypurecloud.com/articles/configure-the-service-level-calculation/

QUESTION 8

What is the metric called for the average amount of time an interaction waits in queue before an agent answers it?

A. AHT

B. ASA

C. ACW

D. ATT

Correct Answer: B

Reference: https://help.mypurecloud.com/articles/queue-metrics-summary-report/

QUESTION 9

Sam wants to install the reporting app on his iPad for accessing the metrics. Help him by choosing the right one.

A. Genesys Cloud Admin

B. Genesys Cloud User

C. Genesys Cloud Reporting

D. Genesys Cloud Supervisor

Correct Answer: C

QUESTION 10

Which definition matches the performance and activity views for Queues?

A. Used to monitor real-time contact center metrics.

B. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.

C. Used to view real-time and historical metrics, such as service level %, abandon %, customer waiting, and active agents.

D. Used to view historical data only.

E. Used to view metrics for completed phone calls and chats, such as the user, remote telephone number, date/time, and duration.

Correct Answer: E

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