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QUESTION 1

Which view displays current metrics and information about the queues if you have a membership?

A. Queues Activity

B. Queues Performance

C. My Queues Activity

D. Queues

Correct Answer: A

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

QUESTION 2

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

QUESTION 3

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 4

Jose created and saved an agent report. He did not configure some of the options, and the current status of this report

is Disabled. How can he enable this report?

A. Reports> Report Editor> Report Generation Time> Schedule

B. Reports> Report Editor> Report Generation Time> Now

C. Reports> Report Editor> Report Generation Time> Schedule Properties

D. Reports> Report Editor> Report Generation Time> Recurrence

Correct Answer: D

Reference: https://help.mypurecloud.com/articles/configure-a-report/

QUESTION 5

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

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