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QUESTION 1

What will be the agent's user status in the interaction view when you change an agent's queue status from On Queue to Off Queue?

- A. Available
- B. Busy
- C. Away
- D. Break

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/onqueue-offqueue/>

QUESTION 2

What is the maximum limit for creating performance dashboards for private users?

- A. 10
- B. 15
- C. 20
- D. 25

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/performance-dashboards-overview/>

QUESTION 3

Select the available templates for adding widgets to a performance dashboard. (Choose four.)

- A. Agent Status
- B. Grid
- C. Text
- D. Metric
- E. Interaction
- F. Chart

Correct Answer: ABDF

Reference: <https://help.mypurecloud.com/articles/add-and-edit-performance-dashboards/>

QUESTION 4

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 5

After Call Work for callback interactions is always _____.

- A. One
- B. Based on the agent status
- C. Zero
- D. Two

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/call-work-acw/>

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