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QUESTION 1

Which of the following are available report file formats for export? (Choose three.)

A. .doc

B. .xls

C. .txt

D. .docx

E. .xlsx

F. .pdf

Correct Answer: ABF

Reference: https://help.genesys.com/pureconnect/mergedprojects/wh_id/desktop/ hid_report_export_file.htm

QUESTION 2

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 3

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 4

Select the possible factors which increase the report runtime and failures. (Choose two.)

A. Adjust report parameters so that report includes fewer agents, queues, and interactions.

B. Run reports during peak hours.

C. Review and ensure the usage of scheduled reports.

D. Ask every team member to run and save a copy of the report.

Correct Answer: BC

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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