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QUESTION 1

How is Service Level calculated by default?

- A. $(\text{Number of answered interactions} - \text{number of answered interactions that miss the service level target}) / ((\text{Number of answered interactions} + \text{number of offered interactions}) + (\text{Calculation Option Switch Setting(s)})) * 100$
- B. $(\text{Number of answered interactions} + \text{number of answered interactions that miss the service level target}) / ((\text{Number of answered interactions} + \text{number of offered interactions}) + (\text{Calculation Option Switch Setting(s)})) * 100$
- C. $(\text{Number of answered interactions} - \text{number of answered interactions that miss the service level target}) / ((\text{Number of answered interactions} + \text{number of abandoned interactions}) + (\text{Calculation Option Switch Setting(s)})) * 100$
- D. $(\text{Number of answered interactions} + \text{number of answered interactions that miss the service level target}) / ((\text{Number of answered interactions} + \text{number of abandoned interactions}) + (\text{Calculation Option Switch Setting(s)})) * 100$

Correct Answer: C

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

QUESTION 2

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 3

While Alex monitors the queue reports, Sam deleted an inactive agent from the queue. Will this affect the metrics?

- A. Yes
- B. No

Correct Answer: A

Reference: <https://help.mypurecloud.com/faqs/how-do-active-inactive-and-deleted-users-affect-reportsand-performance-views/>

QUESTION 4

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 5

Which of the following metrics are only related to Inbound interactions handled by a queue? (Choose five.)

- A. Offer
- B. Answer%
- C. Service Level%
- D. ASA
- E. Avg Handler
- F. Avg Wait
- G. Hold
- H. Transfer

Correct Answer: ABCDF

Reference: <https://developer.genesys.cloud/forum/t/asa-calculation-queues-report/4940>

QUESTION 6

What will happen if too many reports run at the same time?

- A. Reports run successfully
- B. Reports will fail to run
- C. Partial Reports will run

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/troubleshoot-reports/>

QUESTION 7

Which report calculates a Monthly Service Level?

- A. Queue Metrics Report
- B. Queue Wrap-up Summary Report
- C. Queue Metrics Summary Report
- D. Queue Metrics Interval Report

Correct Answer: C

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

QUESTION 8

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 9

Reports provide only real-time information.

- A. True
- B. False

Correct Answer: B

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

QUESTION 10

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/>

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