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QUESTION 1

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 2

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 3

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 4

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 5

Which definition matches the performance view for Dashboard?

- A. It is used to monitor real-time contact center metrics.
- B. It is used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.
- C. It is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.
- D. It is used to view historical data only.
- E. It is used to view metrics for completed phone calls and chats, such as the user, remote telephone number, date/time, and duration.

Correct Answer: B

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