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QUESTION 1

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 2

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 3

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 4

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 5

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/>

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