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QUESTION 1

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 2

Which definition matches the performance and activity views for Queues?

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

Correct Answer: E

QUESTION 3

After the report gets deleted, you can download it from the archived list.

- A. True
- B. False

Correct Answer: B

QUESTION 4

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 5

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/>

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