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**QUESTION 1**

Jose created and saved an agent report. He did not configure some of the options, and the current status of this report is Disabled. How can he enable this report?

- A. Reports> Report Editor> Report Generation Time> Schedule
- B. Reports> Report Editor> Report Generation Time> Now
- C. Reports> Report Editor> Report Generation Time> Schedule Properties
- D. Reports> Report Editor> Report Generation Time> Recurrence

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/configure-a-report/>

QUESTION 2

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 3

Which definition matches the performance view for Agents?

- 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 %, customers 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: C



QUESTION 4

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 5

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/>

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