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QUESTION 1

After Call Work for callback interactions is always _____.

A. One

B. Based on the agent status

C. Zero

D. Two

Correct Answer: C

Reference: https://help.mypurecloud.com/articles/call-work-acw/

QUESTION 2

Rayan, as the supervisor, noticed some issues in the interactions handled by the agents. He exported the

Agent Metrics report for detailed statistics to troubleshoot the issue. Identify the areas that would help him

in resolving the problems.

(Choose four.)

A. Review interactions in which an agent\'s performance varies significantly from the average.

B. Learn the reason for long or short interactions.

C. Focus on numerical results, which tend to encourage desirable results.

D. Identify opportunities for improvement.

E. Coach the agent on positive behaviors such as better call control.

F. Train the agent to reduce handle time.

Correct Answer: ABEF

QUESTION 3

How is Service Level calculated by default?

A. (Number of answered interactions ?number of answered interactions that miss the service level target) / ((Number of answered interactions + number of offered interactions) + (Calculation Option Switch Setting(s)))*100

B. (Number of answered interactions + number of answered interactions that miss the service level target) / ((Number of answered interactions + number of offered interactions) + (Calculation Option Switch Setting(s)))*100

C. (Number of answered interactions ?number of answered interactions that miss the service level target) / ((Number of

answered interactions + number of abandoned interactions) + (Calculation Option Switch Setting(s)))*100

D. (Number of answered interactions + number of answered interactions that miss the service level target) / ((Number of answered interactions + number of abandoned interactions) + (Calculation Option Switch Setting(s)))*100

Correct Answer: C

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

QUESTION 4

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 5

What is the metric called for the average amount of time an interaction waits in queue before an agent answers it?

A. AHT

B. ASA

C. ACW

D. ATT

Correct Answer: B

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

QUESTION 6

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 7

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 8

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 9

Reports provide only real-time information.

A. True

B. False

Correct Answer: B

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

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QUESTION 10

Which of the following statements are true? (Choose three.)

A. A queue report only counts interactions handled by an agent.

B. An Abandon is an interaction that disconnects before an agent handles it.

C. An agent-based report counts any interactions an agent worked with.

D. Each report contains a pre-defined set of metrics.

E. Reports can be created and then configured.

Correct Answer: BDE

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