

Latest Version: 6.0

Question: 1

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.

Answer: C

Question: 2

Which of the following report is used to measure the time an agent spent not responding to alerting interactions and idle?

- A. Agent Metrics Report
- B. Agent Activity Summary Report
- C. Agent Login-Logout Details Report
- D. Agent Quality Details Report

Answer: B

Reference: <https://help.mypurecloud.com/articles/agent-activity-summary-report/>

Question: 3

Which view displays current metrics and information about the queues if you have a membership?

- A. Queues Activity
- B. Queues Performance
- C. My Queues Activity
- D. Queues

Answer: A

Reference: <https://help.mypurecloud.com/articles/my-queues-activity-view/>

Question: 4

What will be the agent's user status in the interaction view when you change an agent's queue status from On Queue to Off Queue?

- A. Available
- B. Busy
- C. Away
- D. Break

Answer: D

Reference: <https://help.mypurecloud.com/articles/onqueue-offqueue/>

Question: 5

Sam wants to install the reporting app on his iPad for accessing the metrics. Help him by choosing the right one.

- A. Genesys Cloud Admin
- B. Genesys Cloud User
- C. Genesys Cloud Reporting
- D. Genesys Cloud Supervisor

Answer: C