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QUESTION 1

How can we monitor the real-time statistics for all queues?

A. Performance > Queues Activity

B. Performance > My Queues Activity

C. Performance > Queues Performance

D. Performance > Queues

Correct Answer: A

Reference: https://help.mypurecloud.com/articles/queues-activity-summary-view/

QUESTION 2

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 3

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

Correct Answer: B

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

QUESTION 4

Which view helps the supervisors to determine performance issues with a specific skill in one or more queues?

A. Agents

B. Queues Activity

C. Skills Performance

D. Interactions

Correct Answer: C

Reference: https://help.mypurecloud.com/articles/skills-performance-view/

QUESTION 5

Which of the following reports are aggregated daily? (Choose two.)

A. Agent Metrics Export Report

B. Agent Metrics Report

C. Agent Login-Logout Details Report

D. Agent Quality Details Report

Correct Answer: BC

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