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QUESTION 1

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 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 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 4

How is an Incoming Call represented in reports?

- A. Inbound
- B. Incoming
- C. Offered
- D. Calls Received

Correct Answer: A

Reference: https://help.genesys.com/pureconnect/mergedprojects/wh_rh/desktop/account_code_call_detail_by_date_report.htm

QUESTION 5

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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