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QUESTION 1

Which report calculates a Monthly Service Level?

A. Queue Metrics Report

B. Queue Wrap-up Summary Report

C. Queue Metrics Summary Report

D. Queue Metrics Interval Report

Correct Answer: C

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

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

You would like to see the performance metrics for the customer service queue parameters such as service level, the average speed of answer, and average talk time. Which reports provide detailed statistics about multimedia queue activity?

A. Interaction Details reports

B. Queue Wrap-up reports

C. Agent Metrics reports

D. Queue Metrics reports

Correct Answer: D

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

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

Which of the following views can help supervisors to determine agent performance issues with interactions that set a specific wrap-up code in one or multiple queues?

A. Agents Wrap-Up Interval Detail

B. Agents Schedule Detail

C. Agents Wrap-Up Detail

D. Agents Interactions Detail

Correct Answer: C

Reference: https://help.mypurecloud.com/articles/agents-wrap-up-detail-view/

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