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QUESTION 1

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/>

QUESTION 2

How many days does the report exist after you run it?

- A. 60
- B. 70
- C. 80
- D. 90

Correct Answer: A

QUESTION 3

User Status Detail report includes specifics about queue activity such as interacting, idle, and not responding.

- A. True
- B. False

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/user-status-detail-report/>

QUESTION 4

Jose created and saved an agent report. He did not configure some of the options, and the current status of this report is Disabled. How can he enable this report?

- A. Reports> Report Editor> Report Generation Time> Schedule



B. Reports> Report Editor> Report Generation Time> Now

C. Reports> Report Editor> Report Generation Time> Schedule Properties

D. Reports> Report Editor> Report Generation Time> Recurrence

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/configure-a-report/>

QUESTION 5

The system automatically disables reports scheduled for Recurrence: Daily if they were not downloaded for _____.

A. 14 days

B. 90 days

C. 7 days

D. 30 days

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/troubleshoot-reports/>

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