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QUESTION 1

Which of the following metrics are only related to Inbound interactions handled by a queue? (Choose five.)

A. Offer

B. Answer%

C. Service Level%

D. ASA

E. Avg Handler

F. Avg Wait

G. Hold

H. Transfer

Correct Answer: ABCDF

Reference: https://developer.genesys.cloud/forum/t/asa-calculation-queues-report/4940

QUESTION 2

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 3

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

A. 60

B. 70

C. 80

D. 90

Correct Answer: A

QUESTION 4

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 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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