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QUESTION 1

Which definition matches the performance and activity views for Queues?

A. Used to monitor real-time contact center metrics.

B. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.

C. Used to view real-time and historical metrics, such as service level %, abandon %, customer waiting, and active agents.

D. Used to view historical data only.

E. Used to view metrics for completed phone calls and chats, such as the user, remote telephone number, date/time, and duration.

Correct Answer: E

QUESTION 2

After Call Work for callback interactions is always _____.

A. One

B. Based on the agent status

C. Zero

D. Two

Correct Answer: C

Reference: https://help.mypurecloud.com/articles/call-work-acw/

QUESTION 3

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 4

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/

QUESTION 5

Which definition matches the performance view for Agents?

A. Used to monitor real-time contact center metrics.

B. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.

C. Used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.

D. Used to view historical data only.

E. Used to view metrics for completed phone calls and chats, such as the user, remote telephone number, date/time, and duration.

Correct Answer: C

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