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QUESTION 1

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 2

Which of the following report is used to measure the time an agent spent not responding to alerting interactions and idle?

- A. Agent Metrics Report
- B. Agent Activity Summary Report
- C. Agent Login-Logout Details Report
- D. Agent Quality Details Report

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/agent-activity-summary-report/>

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



Which of the following are available report file formats for export? (Choose three.)

- A. .doc
- B. .xls
- C. .txt
- D. .docx
- E. .xlsx
- F. .pdf

Correct Answer: ABF

Reference: https://help.genesys.com/pureconnect/mergedprojects/wh_id/desktop/hid_report_export_file.htm

QUESTION 5

Which view displays current metrics and information about the queues if you have a membership?

- A. Queues Activity
- B. Queues Performance
- C. My Queues Activity
- D. Queues

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/my-queues-activity-view/>

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