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Shared by Rodriquez on 24-05-2024

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Question 1

Which report calculates a Monthly Service Level?

Options:

A- Queue Metrics Report

B- Queue Wrap-up Summary Report

C- Queue Metrics Summary Report

D- Queue Metrics Interval Report

Answer:

C

Question 2

Select the possible factors which increase the report runtime and failures. (Choose two.)

Options:

A- Adjust report parameters so that report includes fewer agents, queues, and interactions.

B- Run reports during peak hours.

C- Review and ensure the usage of scheduled reports.

D- Ask every team member to run and save a copy of the report.

Answer:

B, C

Question 3

Question Type: MultipleChoice

Which of the following reports are aggregated daily? (Choose two.)

Options:

A- Agent Metrics Export Report

B- Agent Metrics Report

C- Agent Login-Logout Details Report

D- Agent Quality Details Report

Answer:

B, C

Question 4

Question Type: MultipleChoice

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?

Options:

A- Agents Wrap-Up Interval Detail

B- Agents Schedule Detail

C- Agents Wrap-Up Detail

D- Agents Interactions Detail

Answer:

C

Question 5

Question Type: **MultipleChoice**

What is the maximum limit for creating performance dashboards for private users?

Options:

A- 10

B- 15

C- 20

D- 25

Question 6

Question Type: MultipleChoice

How can we monitor the real-time statistics for all queues?

Options:

A- Performance > Queues Activity

B- Performance > My Queues Activity

C- Performance > Queues Performance

D- Performance > Queues

Answer:

A

Question 7

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.)

Options:

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.

Answer:

A, B, E, F

Question 8

Question Type: MultipleChoice

After Call Work for callback interactions is always .

Options:

A- One

B- Based on the agent status

C- Zero

D- Two

Answer:

C

Question 9

Question Type: MultipleChoice

Which view helps the supervisors to determine performance issues with a specific skill in one or more queues?

Options:

A- Agents

B- Queues Activity

C- Skills Performance

D- Interactions

Answer:

C

Question 10

Question Type: **MultipleChoice**

Reports provide only real-time information.

Options:

A- True

B- False