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QUESTION 1

Phone redundancy extends to include call survivability - Even when the connection to the Edge is lost, it prevents active calls from getting disconnected.

A. True

B. False

Correct Answer: A

Phone redundancy extends to include call survivability - Even when the connection to the Edge is lost, it prevents active calls from getting disconnected. Phone redundancy is a feature that allows phones to register with multiple Edges for

backup purposes. Call survivability is a feature that allows phones to maintain active calls even when they lose connection with their primary Edge. These features ensure that calls are not dropped or interrupted due to network failures or

maintenance activities.

References:

https://help.mypurecloud.com/articles/about-phone-redundancy/

https://help.mypurecloud.com/articles/about-call-survivability/

https://help.mypurecloud.com/articles/phone-redundancy/

QUESTION 2

Which report displays the length of each session for one or more agents over a specified period of time?

A. Agent Activity Summary Report

B. Agent Metrics Report

C. Agent Login-Logout Details Report

D. Agent Quality Details Report

Correct Answer: C

Explanation: The Agent Login-Logout Details Report is the report that displays the length of each session for one or more agents over a specified period of time in Genesys Cloud CX Performance menu. The Agent Login-Logout Details Report is a report that shows the times when agents logged in and out and the duration of each login session during a range of hours that you specify within a day. The report displays the timestamps in the tenant\\'s standard time zone. If an agent logs in to multiple DNs, the duration of the agent\\'s overall login session, which is captured by the Active Time metric, begins with the first login event and ends with the last logout event. If the agent continues to be logged in over a two-day time span (or longer) and is not forcibly logged out by the system, login duration is split over each calendar day. The Agent Login-Logout Details Report can help you measure and improve various aspects of your agent performance and activities, such as: Availability Productivity Conduct Satisfaction You can view the Agent Login-Logout Details Report by selecting it from the Agents folder in Genesys Cloud CX Performance menu . You can also customize the report by setting various parameters, such as: Pre-set Day Filter Report Date Agent Group Agent Media Type

References: https://help.mypurecloud.com/articles/agent-login-logout-details-report/
https://help.mypurecloud.com/articles/reports-overview/

QUESTION 3

You are preparing to deploy Genesys Cloud CX and need to order trunks.

Where can you find guidelines on PSTN carrier requirements?

A. By asking your carrier what you would need.

B. On the PSTN carrier\\'s web site.

C. Get a default trunk line installed.

D. In the Genesys Cloud CX Resource Center.

Correct Answer: D

Reference: https://help.mypurecloud.com/articles/carrier-requirements-byoc-cloud/

You can find guidelines on PSTN carrier requirements in the Genesys Cloud CX Resource Center. The Genesys Cloud CX Resource Center provides documentation and resources for using and configuring Genesys Cloud CX features and

functions. The PSTN carrier requirements article lists the minimum requirements that a PSTN carrier must meet to work with Genesys Cloud CX.

References: https://help.mypurecloud.com/articles/pstn-carrier- requirements/

https://help.mypurecloud.com/

QUESTION 4

Which of the following reports display the number of interactions handled by an agent per day? (Choose two.)

A. Agent Metrics Export Report

B. Agent Metrics Report

C. Agent Login-Logout Details Report

D. Agent Quality Details Report

Correct Answer: AB

Explanation: The Agent Metrics Export Report and the Agent Metrics Report are two reports that display the number of interactions handled by an agent per day. These reports show various metrics related to agent performance and

productivity, such as total interactions, average handle time, average talk time, average after call work time, etc. These reports can be filtered by date range, media type, queue, and agent.

References:

https://help.mypurecloud.com/articles/agent-metrics-export-report/

https://help.mypurecloud.com/articles/agent-metrics-report/

QUESTION 5

Your customizations in the interaction view remain in effect even if you leave the view and return to it later.

A. True

B. False

Correct Answer: A

Explanation: Your customizations in the interaction view remain in effect even if you leave the view and return to it later is a true statement. The interaction view is a view that shows various metrics and details related to interaction performance and activities in Genesys Cloud CX Performance menu. The interaction view can help you measure and improve various aspects of your interaction performance and activities, such as: Interaction volume Interaction quality Interaction outcomes Interaction flows Your customizations in the interaction view remain in effect even if you leave the view and return to it later because: You can customize the interaction view by using various filters and columns to show only certain data. For example, you can choose to show only certain columns or filter to see certain types of interactions. You can also save your filter and column settings as a saved view to switch quickly between different data of interest in the same view. Your customizations remain as you navigate from view to view or leave and return to a view. This means that Genesys Cloud CX remembers your preferences and settings for the interaction view and applies them when you access the view again. This can help you save time and effort when you want to see the same data again. References: https://help.mypurecloud.com/articles/interactions-view-overview/

https://help.mypurecloud.com/articles/customize-performance-views/