Genesys Cloud Reporting and Analytics Practice Test (Sample)

Study Guide

BY EXAMZIFY

Everything you need from our exam experts!

Table of Contents

Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

• Practice answering questions under realistic conditions,
• Improve accuracy and speed,
• Review explanations to strengthen weak areas, and
• Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

1. **Are interactions where the agent did not interact included in the Interaction Details Report?**
   A. Yes, any interaction associated with the agent.
   B. No, they are not included.
   C. Only if the interaction started in the last 24 hours.
   D. They are included only if there is a wrap-up code.

2. **Which agent report can you run in XLS or XLXS format to get agent metric data optimized for use within spreadsheet software such as Microsoft Excel?**
   A. Agent Metrics Export Report
   B. Agent Metrics report
   C. Agent Quality Details Report
   D. Agent Activity Summary Report

3. **On-Queue versus Off-Queue times: which statement correctly contrasts them?**
   A. On-Queue measures time on queue; Off-Queue measures time off queue in non-queue statuses.
   B. On-Queue measures time spent in After Call Work; Off-Queue measures time spent on queue.
   C. On-Queue measures time on queue; Off-Queue measures time off queue in statuses like Available, Away, Busy.
   D. On-Queue and Off-Queue are the same concept.

4. **Under which conditions is Time to Agent empty?**
   A. In preview mode.
   B. Transferred to the outbound flow.
   C. Gets disconnected or abandoned before an agent answers.
   D. All of the above.

5. **What is a Queue report?**
   A. Reports for outbound dialing campaigns.
   B. Reports that provide summary or detailed information regarding the activity and performance of one or more multimedia queues.
   C. Reports about wrap-up codes only.
   D. Reports about agent schedules.

6. Which statement describes the layout rule for rows?

   A. It can have up to seven rows; each row can have seven single-cell widgets or one full-width widget

   B. Each row must have exactly seven widgets

   C. Rows are unlimited in number

   D. Each row can have exactly one widget

7. What is an Agent Report?

   A. Agent reports provide you with a summary or detailed information regarding the activity and performance of one or more agents.

   B. An Agent Report shows only the calls answered by a single agent in real time.

   C. An Agent Report lists all agents in the system with their login times.

   D. An Agent Report measures customer satisfaction scores only.

8. Which option is NOT listed as something you can do in the Activity tab?

   A. View more information about an agent's activity.

   B. Activate or deactivate agents.

   C. Monitor interactions.

   D. Dial a new outbound number.

9. Which statement best describes how queue metrics differ from agent metrics?

   A. Queue metrics include every interaction regardless of whether it spent time in the queue.

   B. Queue metrics count interactions that spent time in a queue.

   C. Agent metrics count only interactions handled by that agent, while queue metrics count more.

   D. Queue metrics count interactions that spent time in the queue, while agent metrics count any interactions an agent worked with.

10. Which statement best defines On-Queue?

    A. On-Queue is the time spent off queue in Available, Away, Busy.

    B. On-Queue is the time spent in After Call Work.

    C. On-Queue is the time spent on queue, for example, in Interacting, Idle, Not Responding.

    D. On-Queue is the total time an agent spends on queue across the selected period.

Answers

1. A
2. A
3. C
4. D
5. B
6. C
7. A
8. D
9. D
10. D

SAMPLE

Explanations

1. **Are interactions where the agent did not interact included in the Interaction Details Report?**

   A. Yes, any interaction associated with the agent.

   B. No, they are not included.

   C. Only if the interaction started in the last 24 hours.

   D. They are included only if there is a wrap-up code.

   The Interaction Details Report is agent-centric, showing every interaction that's associated with the agent. If an interaction is routed to or owned by the agent, it will appear in the report even if the agent didn't actually interact with it. This is why the correct answer is that such interactions are included—the criterion is association to the agent, not active participation. It isn't limited by when the interaction started or by the presence of a wrap-up code, since inclusion is based on being linked to the agent.

2. **Which agent report can you run in XLS or XLXS format to get agent metric data optimized for use within spreadsheet software such as Microsoft Excel?**

   A. Agent Metrics Export Report

   B. Agent Metrics report

   C. Agent Quality Details Report

   D. Agent Activity Summary Report

   When you want to analyze agent data in a spreadsheet, you need a report that delivers raw metrics in a format that Excel can directly consume. The Agent Metrics Export Report is built for this purpose, exporting data in Excel-friendly formats (such as XLSX or CSV) so you can open it in Excel, apply filters, create pivot tables, and perform deeper analysis. It provides the per-agent metric data in a tabular structure, which is ideal for spreadsheet work. The other reports focus more on presentational views or different areas (quality details, general activity summaries, etc.) and aren't designed primarily for exporting raw, spreadsheet-ready metric rows.

3. On-Queue versus Off-Queue times: which statement correctly contrasts them?

   A. On-Queue measures time on queue; Off-Queue measures time off queue in non-queue statuses.

   B. On-Queue measures time spent in After Call Work; Off-Queue measures time spent on queue.

   C. On-Queue measures time on queue; Off-Queue measures time off queue in statuses like Available, Away, Busy.

   D. On-Queue and Off-Queue are the same concept.

The key idea is to split an agent's time into what happens while they're waiting in the queue versus everything outside of that waiting period. On-Queue is the duration when the agent is in the queue, waiting for an interaction to be routed to them or to be connected. Off-Queue is the time the agent is not in the queue, captured in statuses that reflect they're not waiting for a queued interaction—such as Available, Away, or Busy. This distinction helps you understand how much of an agent's day is spent waiting for work versus actively ready or engaged in other activities, which is essential for measuring occupancy and service levels. The statement that On-Queue measures time on queue and Off-Queue measures time off queue in statuses like Available, Away, Busy precisely reflects how these metrics are tracked, and it's clearer and more actionable than broader or less specific descriptions.

4. Under which conditions is Time to Agent empty?

   A. In preview mode.

   B. Transferred to the outbound flow.

   C. Gets disconnected or abandoned before an agent answers.

   D. All of the above.

Time to Agent only has a value when an actual agent answers an interaction. If there's no agent involvement, the metric is empty. In preview mode, there isn't a live agent handling the contact, so Time to Agent won't be populated. If the call is transferred to the outbound flow, that path typically doesn't route to an agent in the same way, so the metric isn't recorded. And if the caller disconnects or abandons before any agent answers, there's no agent to measure time to, so the field remains empty. Therefore, all of these scenarios can yield an empty Time to Agent.

5. What is a Queue report?

A. Reports for outbound dialing campaigns.

B. Reports that provide summary or detailed information regarding the activity and performance of one or more multimedia queues.

C. Reports about wrap-up codes only.

D. Reports about agent schedules.

A Queue report shows how queues are performing across multiple channels. It provides both summary and detailed data on the activity inside one or more multimedia queues—things like how many interactions arrived, how long customers waited, how many were answered or abandoned, and how efficiently agents handled them. It covers channels such as voice, chat, email, and social, so you can gauge service levels, average wait time, handle time, and overall queue health to make staffing and routing decisions. Others describe different things: reports focused on outbound dialing campaigns, or on post-interaction wrap-up codes, or on agent schedules. These aren't about how queues perform across channels, which is why a Queue report is the best fit here.

6. Which statement describes the layout rule for rows?

A. It can have up to seven rows; each row can have seven single-cell widgets or one full-width widget

B. Each row must have exactly seven widgets

C. Rows are unlimited in number

D. Each row can have exactly one widget

Layout on a dashboard is a grid where rows stack vertically and you can keep adding rows as needed. There is no fixed cap on how many rows you can create, and each row can host one full-width widget or multiple widgets that fit within the grid's column structure. This flexibility is why the statement that rows are unlimited in number best describes the rule. Other options impose limits that aren't inherent to the grid approach—for example, restricting the number of rows, requiring a fixed number of widgets per row, or limiting a row to a single widget. Those constraints don't reflect how widgets are arranged in a typical grid-based dashboard.

7. What is an Agent Report?

A. Agent reports provide you with a summary or detailed information regarding the activity and performance of one or more agents.

B. An Agent Report shows only the calls answered by a single agent in real time.

C. An Agent Report lists all agents in the system with their login times.

D. An Agent Report measures customer satisfaction scores only.

Agent reports capture how agents work and perform across conversations, showing both what they did and how well they did it. They provide a view of activity and performance for one or more agents, combining metrics like workload, handle time, wrap time, outcomes, and other performance indicators over a chosen time period. This makes them useful for evaluating productivity, spotting trends, and guiding coaching. The other options describe narrower or different concepts. For example, showing only calls answered in real time focuses on a live snapshot rather than a broader performance picture. Listing login times emphasizes presence rather than performance metrics. Measuring customer satisfaction scores only narrows the scope to CSAT, which is just one possible metric and not the full range of what an Agent Report typically covers.

8. Which option is NOT listed as something you can do in the Activity tab?

A. View more information about an agent's activity.

B. Activate or deactivate agents.

C. Monitor interactions.

D. Dial a new outbound number.

The activity tab is about real-time how-agents-are-doing and what they're handling right now. It's the place to drill into an individual agent's status and the interactions they're currently engaged with. You can see more information about an agent's activity there, and you can monitor the actual interactions in progress, such as ongoing calls or chats. You can also manage whether an agent is active or not, effectively toggling them between available and away or offline as needed. Dialing a new outbound number, however, is a telephony or outbound dialing action rather than a real-time activity view or agent management task, so it doesn't belong in the Activity tab.

9. Which statement best describes how queue metrics differ from agent metrics?

A. Queue metrics include every interaction regardless of whether it spent time in the queue.

B. Queue metrics count interactions that spent time in a queue.

C. Agent metrics count only interactions handled by that agent, while queue metrics count more.

D. Queue metrics count interactions that spent time in the queue, while agent metrics count any interactions an agent worked with.

The difference comes from what each metric is measuring. Queue metrics track how interactions behave while they are waiting in the queue—they only count those interactions that actually spend time in the queue, such as calls waiting to be answered. Agent metrics measure what an individual agent actually works with, so they count any interactions the agent handled or touched, regardless of whether those interactions spent time waiting in a queue or bypassed the queue altogether. For example, a call routed directly to an agent or one that the agent handles after a transfer would still contribute to the agent's metrics. Therefore, queue metrics count interactions that spent time in the queue, while agent metrics count any interactions an agent worked with.

10. Which statement best defines On-Queue?

A. On-Queue is the time spent off queue in Available, Away, Busy.

B. On-Queue is the time spent in After Call Work.

C. On-Queue is the time spent on queue, for example, in Interacting, Idle, Not Responding.

D. On-Queue is the total time an agent spends on queue across the selected period.

On-Queue represents the total time an agent spends waiting in the queue across the period you're analyzing. It aggregates all intervals where the agent is in the queue state, summing them to a single total for that window. This is different from time spent off the queue (such as Available, Away, Busy) or time spent in After Call Work, and it shows the overall queue exposure an agent has over the chosen period. This helps you understand how long agents are waiting for work and supports staffing and queue-management decisions.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://genesyscloudreportinganalytics.examzify.com

We wish you the very best on your exam journey. You've got this!