GENESYS CLOUD REPORTING AND ANALYTICS PRACTICE TEST (SAMPLE)

STUDY GUIDE

SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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https://genesyscloudreportinganalytics.examzify.com

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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. **How does Genesys Cloud recalculate service level changes for reporting data?**
   A. For reports, any report generated after the service level change will use the updated calculation.
   B. Only future reports after the change will reflect the update; past data remains unchanged.
   C. All existing reports update automatically.
   D. The change has no effect on reported service level calculations.

2. **If a report has not completed, can you download it?**
   A. No
   B. Yes
   C. Only if you are the owner
   D. Only if the report is small

3. **If you change the service level calculation, can past data in views reflect the new calculation?**
   A. Yes
   B. No
   C. Only if you re-run the reports
   D. Only for active dashboards

4. **What is the goal of monitoring agent status and presence?**
   A. To minimize logged in agents
   B. To track individual agent performance
   C. To automate shift assignments
   D. To improve overall customer experience by managing the number of agents Logged In and On Queue

5. **Which option would NOT cause a report to require more system resources?**
   A. The report parameters are too narrow
   B. The report parameters are too broad
   C. A report returns an excessive amount of data
   D. You export high volumes of data

6. Which report would you consult to analyze wrap-up code usage across multiple queues?

A. Queue Wrapup Summary Report

B. Queue Metrics Daily Report

C. Outbound Reports

D. Queue Metrics Summary Report

7. What report displays the wrap-up codes that agents used for interactions in one or more queues during a specific date and time range?

A. Queue Metrics Daily Report

B. Queue Metrics Summary Report

C. Outbound Reports

D. Queue Wrapup Summary Report

8. If an agent's queue status is changed from On Queue to Off Queue, what happens to the agent's user status?

A. Busy

B. Offline

C. Away

D. Available

9. To activate an agent for a queue, what must be true?

A. The agent must be a member of that queue

B. The queue must be empty

C. The agent must be online

D. The agent must be assigned to at least one skill

10. What is system disposition?

A. The first attempt result automatically set by outbound dialing due to call analysis and events during the call.

B. The agent's status.

C. The queue name.

D. The time to connect.

Answers

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

Explanations

1. **How does Genesys Cloud recalculate service level changes for reporting data?**

   A. For reports, any report generated after the service level change will use the updated calculation.

   B. Only future reports after the change will reflect the update; past data remains unchanged.

   C. All existing reports update automatically.

   D. The change has no effect on reported service level calculations.

When you update how service level is calculated in Genesys Cloud, the system reprocesses the data so every record is evaluated using the new rule. This means historical data in existing reports gets recalculated to align with the updated calculation, not just future data. The result is consistent reporting across all time periods, so you aren't looking at numbers based on two different definitions. In practice, the change applies automatically to all existing reports, though very large datasets may require some processing time to complete.

2. **If a report has not completed, can you download it?**

   A. No

   B. Yes

   C. Only if you are the owner

   D. Only if the report is small

When a report is still generating, the final file isn't ready yet, so there's nothing complete to download. Downloads are tied to a finished, generated output, ensuring the data you get is complete and consistent. Ownership or the report's size don't change this rule—access to the file is governed by the report's status, not by who you are or how big it is. If you need the data, wait for the report to finish, then use the download option, or set up a workflow to export once it completes.

3. **If you change the service level calculation, can past data in views reflect the new calculation?**

   A. Yes

   B. No

   C. Only if you re-run the reports

   D. Only for active dashboards

When you change how service level is calculated, past data in views can reflect that new calculation because the metric is derived from the underlying events at render time. The analytics layer applies the current calculation logic to the stored interaction data, so the values you see for earlier periods will update to match the new definition without needing you to reprocess the historical data. In practice, you may just need to refresh the view or dashboard to see the updated numbers.

4. What is the goal of monitoring agent status and presence?

A. To minimize logged in agents

B. To track individual agent performance

C. To automate shift assignments

D. To improve overall customer experience by managing the number of agents Logged In and On Queue

Monitoring agent status and presence is about real-time workforce visibility to keep customer interactions flowing smoothly. By seeing who is Logged In and currently On Queue (ready to take or actively handling work), you can adjust staffing to match contact volume. The goal is to improve the overall customer experience: when more agents are available, wait times drop and service levels improve; when demand is lower, you can avoid overstaffing and reduce costs while still ensuring coverage. This focus on real-time staffing differentiates it from options like tracking individual performance, which is about how well each agent does their work, or automating shift assignments, which is a scheduling decision that happens in advance rather than being driven by live presence data. Minimizing logged-in agents would likely hurt customer experience by increasing wait times, so it's not the aim.

5. Which option would NOT cause a report to require more system resources?

A. The report parameters are too narrow

B. The report parameters are too broad

C. A report returns an excessive amount of data

D. You export high volumes of data

When thinking about how a report uses system resources, the amount of data the report has to process and return is the main driver. Narrowing the report parameters reduces the result set, so the system does less work, needs less memory, and uses less CPU time. That means it won't require more resources and may even free up some. In contrast, broad parameters pull in a larger portion of the data, generating bigger result sets and heavier computations. Returning an excessive amount of data similarly increases memory, processing, and I/O. Exporting high volumes of data also ramps up disk I/O and network transfer, further increasing resource use. So the option with narrow parameters is the one that would not cause the report to require more resources.

6. Which report would you consult to analyze wrap-up code usage across multiple queues?

A. Queue Wrapup Summary Report

B. Queue Metrics Daily Report

C. Outbound Reports

D. Queue Metrics Summary Report

Wrap-up codes categorize post-call outcomes, so to understand how these codes are used across multiple queues you need a report that directly tracks wrap-up code usage across those queues. The Queue Wrapup Summary Report provides counts (and trends) of each wrap-up code by queue, giving a consolidated view across all queues. This lets you compare code usage between queues, spot common codes, and identify training or process needs. Other reports focus on general queue metrics or outbound activity and don't specifically surface how wrap-up codes are applied across multiple queues, so they wouldn't give the targeted cross-queue wrap-up insights you're after.

7. What report displays the wrap-up codes that agents used for interactions in one or more queues during a specific date and time range?

A. Queue Metrics Daily Report

B. Queue Metrics Summary Report

C. Outbound Reports

D. Queue Wrapup Summary Report

Wrap-up codes are the post-interaction categories agents apply after handling an contact to classify the outcome or follow-up needed. To see which codes were used across one or more queues within a specific date and time range, you look at the Queue Wrapup Summary Report. This report specifically aggregates wrap-up codes by code value and by queue over your chosen time window, so you can quickly assess how interactions were categorized and where certain codes are most common. Other reports focus on queue performance metrics (like wait times, service levels, and occupancy) or on outbound activities, and they don't center on the wrap-up codes themselves. So when the goal is understanding which wrap-up codes were used during a period across queues, the Queue Wrapup Summary Report is the appropriate choice.

8. If an agent's queue status is changed from On Queue to Off Queue, what happens to the agent's user status?

A. Busy

B. Offline

C. Away

D. Available

Queue membership and user presence are separate signals. When an agent goes Off Queue, they're no longer in that specific queue, but their overall presence doesn't automatically flip to Offline or Away. If they're online and not marked Busy, the system shows their user status as Available, indicating they're ready to take work in other queues or channels even though they're not currently in that particular queue. Other statuses like Busy, Away, or Offline would require explicit conditions or actions beyond simply leaving the queue.

9. To activate an agent for a queue, what must be true?

A. The agent must be a member of that queue

B. The queue must be empty

C. The agent must be online

D. The agent must be assigned to at least one skill

Activation for a queue is determined by the agent's membership in that queue. Only agents who are members of a specific queue can be activated to handle work from that queue, because membership defines who is eligible to receive interactions from that queue. The current state of the queue (whether it's empty) does not affect activation, and an agent's online status or having at least one skill aren't required for the act of being activated for the queue. Skills influence routing decisions once active, but they aren't what gate activation itself.

10. What is system disposition?

A. The first attempt result automatically set by outbound dialing due to call analysis and events during the call.

B. The agent's status.

C. The queue name.

D. The time to connect.

System disposition is the automatic first attempt outcome assigned by outbound dialing based on call analysis and events during the call. This captures what happened on the initial contact without agent input—such as a successful connect, voicemail detected, no answer, or busy signal. It's distinct from the agent's status (the agent's current state), the queue name (which queue the call was routed through), or the time to connect (how long until a connection was established).

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!