GENESYS CLOUD REPORTING AND ANALYTICS PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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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.

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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!

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Questions

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1. Which customization option would you use to control which columns are shown in a view?

A. Filter by queue name

B. Date

C. Showing or hiding columns

D. Media Type

2. Which view specifically presents the detailed interactions for a single agent?

A. Agents Schedule Detail

B. Agents Performance Detail

C. Agents Queues Detail

D. Agents Interactions Detail

3. Daily recurring: a report is disabled after how many consecutive days without download?

A. 7 days

B. 14 days

C. 21 days

D. 28 days

4. How many Date Span intervals can you display in your dashboard?

A. 4

B. 2

C. 1

D. 3

5. What are offered interactions?

A. Answered, abandoned, or flow-out interactions.

B. All interactions including those never presented.

C. Only interactions that are answered.

D. Interactions that abandon after being queued.

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6. What do the arrows indicate in the Dialer Campaign Success Results Report?

A. The percentage columns display an up arrow to indicate a percentage that falls within the top 1/3 of all the percentages in the column. A down arrow indicates a percentage that falls within the bottom 1/3 of all the percentages in the column. No arrow indicates that the percentage falls within the middle 1/3 of all the percentages in the column.

B. Arrows indicate call direction

C. Arrows show alert levels

D. Arrows indicate agent performance

7. Which of the following is NOT a view customization?

A. Export to CSV

B. Media Type

C. Date

D. Showing or hiding columns

8. If the agent is still On Queue, what must you do before logging off the agent?

A. Deactivate the queue.

B. Log off the agent.

C. Set the status to Online.

D. Set the status to Off Queue before logging off.

9. Is there a Supervisor App version for Android devices?

A. Yes, there is an Android version.

B. No, it is currently only available for iOS devices.

C. There is a cross-platform web version.

D. An Android version is planned for next quarter.

10. Which of these is listed as a queue status example?

A. On Queue

B. Off Queue

C. Available

D. Break

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Answers

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

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Explanations

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1. Which customization option would you use to control which columns are shown in a view?

A. Filter by queue name

B. Date

C. Showing or hiding columns

D. Media Type

Controlling what you see in a view comes down to column visibility. The option to show or hide columns lets you decide exactly which metrics appear in the grid, so you can focus on the data that matters to you. This is different from filtering data or changing the date range: filtering by a value like queue name narrows which rows are shown, a date setting adjusts the time window, and media type changes how data is categorized. By choosing the option to show or hide columns, you directly manage the layout and visibility of each column, making the view as clear and relevant as possible.

2. Which view specifically presents the detailed interactions for a single agent?

A. Agents Schedule Detail

B. Agents Performance Detail

C. Agents Queues Detail

D. Agents Interactions Detail

Understanding the granularity of an individual agent's activity is about the exact touchpoints the agent handles. The Interactions Detail view is designed to show each interaction the single agent participated in, across channels, with specifics like start and end times, channel, duration, direction, and outcome. This level of detail lets you see exactly what the agent did with customers, one interaction at a time, which is what "detailed interactions for a single agent" implies. In contrast, Schedule Detail focuses on when the agent is scheduled or logged in, not the individual conversations; Performance Detail summarizes metrics like handle time or service levels at a higher level; and Queues Detail shows how the agent interacted with queues, including wait times and queue assignments. Those views provide broader context, not the granular interaction-by-interaction view for one agent, which is why Interactions Detail is the best match.

3. Daily recurring: a report is disabled after how many consecutive days without download?

A. 7 days

B. 14 days

C. 21 days

D. 28 days

Inactivity-based auto-disabling of daily recurring reports is being tested. If a daily recurring report isn't downloaded for a consecutive number of days, the system disables it to save resources. The threshold used here is fourteen days. That two-week window means you can go two weeks without downloading before the report is turned off; downloading at any time within that window resets the count so the report stays active. This reflects a balance between keeping reports accessible for regular users and avoiding storage of unused assets. The other day counts would either trigger disablement too soon or allow activity for too long before action, so they don't match this policy.

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4. How many Date Span intervals can you display in your dashboard?

A. 4

B. 2

C. 1

D. 3

When you want to compare data across two time periods in a dashboard, Date Span is used to show those time windows side by side. You can display two Date Span intervals at once: the main period you're analyzing and a secondary comparison period. This dual-span setup makes it easy to spot how metrics change between the two ranges without making the chart cluttered. If you tried to add more intervals, the visualization would become harder to read, and the date-span feature is designed to support only two intervals in a single view. So the best choice is to display two intervals.

5. What are offered interactions?

A. Answered, abandoned, or flow-out interactions.

B. All interactions including those never presented.

C. Only interactions that are answered.

D. Interactions that abandon after being queued.

Offered interactions are the interactions that were actually presented to agents to handle. They capture what was put in front of agents for processing, not everything that existed in the system. The outcomes included in this measure are threefold: answered (the agent took the interaction and handled it), abandoned (the customer left before being connected), and flow-out (the interaction was routed to a flow or automated path rather than an agent handling it). This is why the description that lists answered, abandoned, or flow-out interactions is the correct way to define offered interactions. The other options would count interactions that were never presented, or would restrict to only one outcome, which doesn't reflect what's meant by offered interactions.

6. What do the arrows indicate in the Dialer Campaign Success Results Report?

A. The percentage columns display an up arrow to indicate a percentage that falls within the top 1/3 of all the percentages in the column. A down arrow indicates a percentage that falls within the bottom 1/3 of all the percentages in the column. No arrow indicates that the percentage falls within the middle 1/3 of all the percentages in the column.

B. Arrows indicate call direction

C. Arrows show alert levels

D. Arrows indicate agent performance

These arrows are a quick visual cue for how each value ranks within its column. They indicate where a percentage sits when you divide the column's values into thirds. An up arrow shows the value is in the top third, a down arrow shows it's in the bottom third, and no arrow means it's in the middle third. This lets you spot high performers and low performers at a glance without reading every number. The arrows aren't about call direction, alert levels, or agent performance—they're about relative standing within the column.

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7. Which of the following is NOT a view customization?

A. Export to CSV

B. Media Type

C. Date

D. Showing or hiding columns

View customization involves changing what you see on the screen and how it's organized in a report or dashboard. Adjusting the date sets the time range of the data displayed. Filtering by Media Type narrows the data to specific channels. Showing or hiding columns changes which metrics are visible and how they're laid out. Exporting to CSV, however, takes the data out of the view into a file for outside use and does not alter the on-screen display or the data scope. So exporting to CSV is the action that is not a view customization.

8. If the agent is still On Queue, what must you do before logging off the agent?

A. Deactivate the queue.

B. Log off the agent.

C. Set the status to Online.

D. Set the status to Off Queue before logging off.

Being On Queue means the agent is currently tied to a queue and could still be routed work. Before logging off, you need to clear that queue association. Setting the status to Online moves the agent out of the On Queue state, indicating they are no longer actively in a queue and can be logged off cleanly. This avoids leaving them in an active queue state and ensures a proper sign-off. The other options either affect the queue itself rather than the agent's current state, or don't provide the necessary state transition before logging off.

9. Is there a Supervisor App version for Android devices?

A. Yes, there is an Android version.

B. No, it is currently only available for iOS devices.

C. There is a cross-platform web version.

D. An Android version is planned for next quarter.

Platform availability for the Supervisor App on mobile devices is being tested. The key point is that this app is not available for Android right now and is only on iOS. That makes the statement "no Android version exists currently; the app is iOS-only" correct. The other options propose either an Android app, a web-based alternative, or a plan for an Android release; none of those align with the given information, which indicates there isn't an Android version at present. If you need supervision on Android, you'd have to rely on options outside the Android app, but the question focuses on the app's platform availability, so the iOS-only status is what the answer conveys.

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10. Which of these is listed as a queue status example?

A. On Queue

B. Off Queue

C. Available

D. Break

Understanding queue status helps you see whether an agent is currently waiting in the work queue. Off Queue is the label that communicates the agent is not in the queue at that moment, which is exactly what a queue-status example should express. This matters because other states describe different things: Break means time away, Available indicates readiness to take work but isn't itself a queue participation state, and being in the queue (On Queue) would mean the agent is currently waiting for a contact. So, Off Queue clearly represents the queue-status concept by signaling non-participation in the queue.

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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!

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