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Vendor:Genesys

Exam Code:GCP-GC-REP

Exam Name:Genesys Cloud Certified Professional -
Reporting and Analytics

Version:Demo

QUESTION 1

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

- A. Agents
- B. Queues Activity
- C. Skills Performance
- D. Interactions

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/skills-performance-view/>

QUESTION 2

Which definition matches the performance and activity views for Queues?

- A. Used to monitor real-time contact center metrics.
- B. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.
- C. Used to view real-time and historical metrics, such as service level %, abandon %, customer waiting, and active agents.
- D. Used to view historical data only.
- E. Used to view metrics for completed phone calls and chats, such as the user, remote telephone number, date/time, and duration.

Correct Answer: E

QUESTION 3

After the report gets deleted, you can download it from the archived list.

- A. True
- B. False

Correct Answer: B

QUESTION 4

Reports provide only real-time information.

- A. True

B. False

Correct Answer: B

Reference: <https://docs.genesys.com/Documentation/PSAAS/latest/EMG/Reporting>

QUESTION 5

You just ran the Queue Metrics Interval report and unsure how the average speed of answer (ASA) was calculated. Where can you find this information for Genesys Cloud Contact Center?

- A. Resource Center
- B. Google
- C. Contact Center User Manual
- D. CIC Data Dictionary

Correct Answer: A

QUESTION 6

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.)

- 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.

Correct Answer: ABEF

QUESTION 7

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

- A. Performance > Queues Activity

- B. Performance > My Queues Activity
- C. Performance > Queues Performance
- D. Performance > Queues

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/queues-activity-summary-view/>

QUESTION 8

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

- A. Agent Metrics Export Report
- B. Agent Metrics Report
- C. Agent Login-Logout Details Report
- D. Agent Quality Details Report

Correct Answer: BC

QUESTION 9

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

- A. 10
- B. 15
- C. 20
- D. 25

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/performance-dashboards-overview/>

QUESTION 10

While Alex monitors the queue reports, Sam deleted an inactive agent from the queue. Will this affect the metrics?

- A. Yes
- B. No

Correct Answer: A

Reference: <https://help.mypurecloud.com/faqs/how-do-active-inactive-and-deleted-users-affect-reportsand-performance->

views/

QUESTION 11

Which of the following report is used to measure the time an agent spent not responding to alerting interactions and idle?

- A. Agent Metrics Report
- B. Agent Activity Summary Report
- C. Agent Login-Logout Details Report
- D. Agent Quality Details Report

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/agent-activity-summary-report/>

QUESTION 12

After Call Work for callback interactions is always _____.

- A. One
- B. Based on the agent status
- C. Zero
- D. Two

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/call-work-acw/>