



Genesys

Exam Questions GCP-GC-REP

Genesys Cloud Certified Professional - Reporting and Analytics

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NEW QUESTION 1

How is an Incoming Call represented in reports?

- A. Inbound
- B. Incoming
- C. Offered
- D. Calls Received

Answer: A

NEW QUESTION 2

Which of the following statements are true? (Choose three.)

- A. A queue report only counts interactions handled by an agent.
- B. An Abandon is an interaction that disconnects before an agent handles it.
- C. An agent-based report counts any interactions an agent worked with.
- D. Each report contains a pre-defined set of metrics.
- E. Reports can be created and then configured.

Answer: BDE

NEW QUESTION 3

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.

Answer: E

NEW QUESTION 4

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

- A. True
- B. False

Answer: A

NEW 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

Answer: A

NEW QUESTION 6

What is the metric called for the average amount of time an interaction waits in queue before an agent answers it?

- A. AHT
- B. ASA
- C. ACW
- D. ATT

Answer: B

NEW QUESTION 7

What will be the agent's user status in the interaction view when you change an agent's queue status from On Queue to Off Queue?

- A. Available
- B. Busy
- C. Away
- D. Break

Answer: D

NEW QUESTION 8

Which of the following metrics are only related to Inbound interactions handled by a queue? (Choose five.)

- A. Offer
- B. Answer%
- C. Service Level%
- D. ASA
- E. Avg Handler
- F. Avg Wait
- G. Hold
- H. Transfer

Answer: ABCDF

NEW QUESTION 9

User Status Detail report includes specifics about queue activity such as interacting, idle, and not responding.

- A. True
- B. False

Answer: B

NEW QUESTION 10

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.

Answer: ABEF

NEW QUESTION 10

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