Exam Questions GCP-GC-REP

Genesys Cloud Certified Professional - Reporting and Analytics

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NEW QUESTION 1
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 2
What is the time interval for tracking metrics in Genesys Cloud?

A. 20 mins
B. 30 mins
C. 40 mins
D. 10 mins

Answer: B

NEW QUESTION 3
After the report gets deleted, you can download it from the archived list.

A. True
B. False

Answer: B

NEW QUESTION 4
Select the available templates for adding widgets to a performance dashboard. (Choose four.)

A. Agent Status
B. Grid
C. Text
D. Metric
E. Interaction
F. Chart

Answer: ABDF

NEW QUESTION 5
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

Answer: A

NEW QUESTION 6
What is the maximum limit for creating performance dashboards for private users?

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

Answer: C

NEW QUESTION 7
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 8
User Status Detail report includes specifics about queue activity such as interacting, idle, and not responding.

A. True
B. False

Answer: B

NEW QUESTION 9
Which of the following views can help supervisors to determine agent performance issues with interactions that set a specific wrap-up code in one or multiple queues?

A. Agents Wrap-Up Interval Detail
B. Agents Schedule Detail
C. Agents Wrap-Up Detail
D. Agents Interactions Detail

Answer: C

NEW QUESTION 10
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