

# GCP-GC-REP<sup>Q&As</sup>

Genesys Cloud Certified Professional - Reporting and Analytics

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#### QUESTION 1

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

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/queue-metrics-summary-report/>

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#### QUESTION 2

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/>

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#### QUESTION 3

Reports provide only real-time information.

- A. True
- B. False

Correct Answer: B

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

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#### QUESTION 4

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

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/agents-wrap-up-detail-view/>

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#### **QUESTION 5**

Which report calculates a Monthly Service Level?

- A. Queue Metrics Report
- B. Queue Wrap-up Summary Report
- C. Queue Metrics Summary Report
- D. Queue Metrics Interval Report

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/queue-metrics-summary-report/>

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#### **QUESTION 6**

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

- A. True
- B. False

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/queues-interactions-detail-view/>

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#### **QUESTION 7**

Which definition matches the performance view for Dashboard?

- A. It is used to monitor real-time contact center metrics.
- B. It is used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.
- C. It is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.

D. It is used to view historical data only.

E. It is used to view metrics for completed phone calls and chats, such as the user, remote telephone number, date/time, and duration.

Correct Answer: B

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### QUESTION 8

You would like to see the performance metrics for the customer service queue parameters such as service level, the average speed of answer, and average talk time. Which reports provide detailed statistics about multimedia queue activity?

A. Interaction Details reports

B. Queue Wrap-up reports

C. Agent Metrics reports

D. Queue Metrics reports

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/queue-metrics-interval-report/>

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### QUESTION 9

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

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### QUESTION 10

Select the possible factors which increase the report runtime and failures. (Choose two.)

A. Adjust report parameters so that report includes fewer agents, queues, and interactions.

B. Run reports during peak hours.

- C. Review and ensure the usage of scheduled reports.
- D. Ask every team member to run and save a copy of the report.

Correct Answer: BC

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