

GCP-GC-REP Dumps

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 definition matches the performance view for Agents?

- 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 %, customers 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: C

NEW QUESTION 3

How is Service Level calculated by default?

- A. $(\text{Number of answered interactions} - \text{number of answered interactions that miss the service level target}) / ((\text{Number of answered interactions} + \text{number of offered interactions}) + (\text{Calculation Option Switch Setting (s)})) * 100$
- B. $(\text{Number of answered interactions} + \text{number of answered interactions that miss the service level target}) / ((\text{Number of answered interactions} + \text{number of offered interactions}) + (\text{Calculation Option Switch Setting (s)})) * 100$
- C. $(\text{Number of answered interactions} - \text{number of answered interactions that miss the service level target}) / ((\text{Number of answered interactions} + \text{number of abandoned interactions}) + (\text{Calculation Option Switch Setting(s)})) * 100$
- D. $(\text{Number of answered interactions} + \text{number of answered interactions that miss the service level target}) / ((\text{Number of answered interactions} + \text{number of abandoned interactions}) + (\text{Calculation Option Switch Setting(s)})) * 100$

Answer: C

NEW QUESTION 4

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 5

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 6

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 7

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 8

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.

Answer: B

NEW QUESTION 9

Sam wants to install the reporting app on his iPad for accessing the metrics. Help him by choosing the right one.

- A. Genesys Cloud Admin
- B. Genesys Cloud User
- C. Genesys Cloud Reporting
- D. Genesys Cloud Supervisor

Answer: C

NEW QUESTION 10

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

Answer: B

NEW QUESTION 10

The system automatically disables reports scheduled for Recurrence: Daily if they were not downloaded for.

- A. 14 days
- B. 90 days
- C. 7 days
- D. 30 days

Answer: A

NEW QUESTION 11

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

Answer: BC

NEW QUESTION 13

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

- A. True
- B. False

Answer: B

NEW QUESTION 17

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

Answer: C

NEW QUESTION 19

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

Answer: C

NEW QUESTION 21

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