Genesys

Exam Questions GCP-GC-REP

Genesys Cloud Certified Professional - Reporting and Analytics

NEW QUESTION 1
Jose created and saved an agent report. He did not configure some of the options, and the current status of this report is Disabled. How can he enable this report?

A. Reports> Report Editor> Report Generation Time> Schedule
B. Reports> Report Editor> Report Generation Time> Now
C. Reports> Report Editor> Report Generation Time> Schedule Properties
D. Reports> Report Editor> Report Generation Time> Recurrence

Answer: D

NEW QUESTION 2
What is the maximum limit for creating performance dashboards for private users?

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

Answer: C

NEW QUESTION 3
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 4
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 5
How many days does the report exist after you run it?

A. 60
B. 70
C. 80
D. 90

Answer: A

NEW QUESTION 6
What will happen if too many reports run at the same time?

A. Reports run successfully
B. Reports will fail to run
C. Partial Reports will run

Answer: B

NEW QUESTION 7
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 8

Which view displays current metrics and information about the queues if you have a membership?

A. Queues Activity
B. Queues Performance
C. My Queues Activity
D. Queues

Answer: A

NEW QUESTION 9
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 10
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