

GCP-GC-REP^{Q&As}

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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/>

QUESTION 2

How many days does the report exist after you run it?

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

Correct Answer: A

QUESTION 3

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

Correct Answer: BC

QUESTION 4

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

Correct Answer: C

QUESTION 5

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

- A. True
- B. False

Correct Answer: B

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