

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

Genesys Cloud Certified Professional - Reporting and Analytics

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**QUESTION 1**

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 2**

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.

Correct Answer: ABEF

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**QUESTION 3**

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

Correct Answer: ABCDF

Reference: <https://developer.genesys.cloud/forum/t/asa-calculation-queues-report/4940>

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#### QUESTION 4

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

A. True

B. False

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/user-status-detail-report/>

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#### QUESTION 5

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.

Correct Answer: C

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