

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

Genesys Cloud Certified Professional - Reporting and Analytics

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**QUESTION 1**

What will be the agent's user status in the interaction view when you change an agent's queue status from On Queue to Off Queue?

- A. Available
- B. Busy
- C. Away
- D. Break

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/onqueue-offqueue/>

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**QUESTION 2**

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 3**

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

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/skills-performance-view/>

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**QUESTION 4**

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

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/configure-the-service-level-calculation/>

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**QUESTION 5**

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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