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QUESTION 1

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.

Correct Answer: B

QUESTION 2

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/>

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>

QUESTION 4

Which of the following statements are true? (Choose three.)

- A. A queue report only counts interactions handled by an agent.
- B. An Abandon is an interaction that disconnects before an agent handles it.
- C. An agent-based report counts any interactions an agent worked with.
- D. Each report contains a pre-defined set of metrics.
- E. Reports can be created and then configured.

Correct Answer: BDE

QUESTION 5

How is an Incoming Call represented in reports?

- A. Inbound
- B. Incoming
- C. Offered
- D. Calls Received

Correct Answer: A

Reference: https://help.genesys.com/pureconnect/mergedprojects/wh_rh/desktop/account_code_call_detail_by_date_report.htm

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