

GCP-GC-REP^{Q&As}

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QUESTION 1

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/>

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

You just ran the Queue Metrics Interval report and unsure how the average speed of answer (ASA) was calculated. Where can you find this information for Genesys Cloud Contact Center?

- A. Resource Center
- B. Google
- C. Contact Center User Manual
- D. CIC Data Dictionary

Correct Answer: A

QUESTION 4

While Alex monitors the queue reports, Sam deleted an inactive agent from the queue. Will this affect the metrics?

- A. Yes
- B. No

Correct Answer: A

Reference: <https://help.mypurecloud.com/faqs/how-do-active-inactive-and-deleted-users-affect-reportsand-performance-views/>

QUESTION 5

After Call Work for callback interactions is always _____.

- A. One
- B. Based on the agent status
- C. Zero
- D. Two

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/call-work-acw/>

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