

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

What will happen if too many reports run at the same time?

- A. Reports run successfully
- B. Reports will fail to run
- C. Partial Reports will run

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/troubleshoot-reports/>

QUESTION 3

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

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

Correct Answer: A

QUESTION 4

Your customizations in the interaction view remain in effect even if you leave and return to the view.

- A. True
- B. False

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/queues-interactions-detail-view/>

QUESTION 5

Select the possible factors which increase the report runtime and failures. (Choose two.)

- A. Adjust report parameters so that report includes fewer agents, queues, and interactions.
- B. Run reports during peak hours.
- C. Review and ensure the usage of scheduled reports.
- D. Ask every team member to run and save a copy of the report.

Correct Answer: BC

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