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QUESTION 1

What is the maximum limit for creating performance dashboards for private users?

- A. 10
- B. 15
- C. 20
- D. 25

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/performance-dashboards-overview/>

QUESTION 2

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 3

Which of the following report is used to measure the time an agent spent not responding to alerting interactions and idle?

- A. Agent Metrics Report
- B. Agent Activity Summary Report
- C. Agent Login-Logout Details Report
- D. Agent Quality Details Report

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/agent-activity-summary-report/>



QUESTION 4

Select the available templates for adding widgets to a performance dashboard. (Choose four.)

- A. Agent Status
- B. Grid
- C. Text
- D. Metric
- E. Interaction
- F. Chart

Correct Answer: ABDF

Reference: <https://help.mypurecloud.com/articles/add-and-edit-performance-dashboards/>

QUESTION 5

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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