GCP-GC-REP^{Q&As}

Genesys Cloud Certified Professional - Reporting and Analytics

Pass Genesys GCP-GC-REP Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.passapply.com/gcp-gc-rep.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Genesys Official Exam Center

QUESTION 1

Which of the following are available report file formats for export? (Choose three.)

A. .doc

B. .xls

C. .txt

D. .docx

E. .xlsx

F. .pdf

Correct Answer: ABF

Reference: https://help.genesys.com/pureconnect/mergedprojects/wh_id/desktop/ hid_report_export_file.htm

QUESTION 2

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/

QUESTION 3

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 4

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 5

Which definition matches the performance view for Agents?

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 %, customers 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: C

[GCP-GC-REP VCE Dumps](#)   [GCP-GC-REP Practice Test](#)   [GCP-GC-REP Exam Questions](#)