



# GCP-GC-REP<sup>Q&As</sup>

Genesys Cloud Certified Professional - Reporting and Analytics

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### QUESTION 1

Rayan, as the supervisor, noticed some issues in the interactions handled by the agents. He exported the Agent Metrics report for detailed statistics to troubleshoot the issue. Identify the areas that would help him in resolving the problems.

(Choose four.)

- A. Review interactions in which an agent's performance varies significantly from the average.
- B. Learn the reason for long or short interactions.
- C. Focus on numerical results, which tend to encourage desirable results.
- D. Identify opportunities for improvement.
- E. Coach the agent on positive behaviors such as better call control.
- F. Train the agent to reduce handle time.

Correct Answer: ABEF

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### QUESTION 2

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>

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### QUESTION 3

What will be the agent's user status in the interaction view when you change an agent's queue status from On Queue



to Off Queue?

- A. Available
- B. Busy
- C. Away
- D. Break

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/onqueue-offqueue/>

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#### QUESTION 4

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

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

Correct Answer: A

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#### QUESTION 5

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