



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

Genesys Cloud Certified Professional - Reporting and Analytics

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### QUESTION 1

Which of the following views can help supervisors to determine agent performance issues with interactions that set a specific wrap-up code in one or multiple queues?

- A. Agents Wrap-Up Interval Detail
- B. Agents Schedule Detail
- C. Agents Wrap-Up Detail
- D. Agents Interactions Detail

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/agents-wrap-up-detail-view/>

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### QUESTION 2

Jose created and saved an agent report. He did not configure some of the options, and the current status of this report is Disabled. How can he enable this report?

- A. Reports> Report Editor> Report Generation Time> Schedule
- B. Reports> Report Editor> Report Generation Time> Now
- C. Reports> Report Editor> Report Generation Time> Schedule Properties
- D. Reports> Report Editor> Report Generation Time> Recurrence

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/configure-a-report/>

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### QUESTION 3

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 4

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

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#### QUESTION 5

Which report calculates a Monthly Service Level?

A. Queue Metrics Report

B. Queue Wrap-up Summary Report

C. Queue Metrics Summary Report

D. Queue Metrics Interval Report

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/queue-metrics-summary-report/>

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