



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

Genesys Cloud Certified Professional - Reporting and Analytics

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### QUESTION 1

You would like to see the performance metrics for the customer service queue parameters such as service level, the average speed of answer, and average talk time. Which reports provide detailed statistics about multimedia queue activity?

- A. Interaction Details reports
- B. Queue Wrap-up reports
- C. Agent Metrics reports
- D. Queue Metrics reports

Correct Answer: D

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

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### 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/>

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### QUESTION 3

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

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#### QUESTION 4

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 5

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/>

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