GCP-GC-REP^Q&As

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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

QUESTION 2

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/

QUESTION 3

Select the possible factors which increase the report runtime and failures. (Choose two.)

A. Adjust report parameters so that report includes fewer agents, queues, and interactions.

B. Run reports during peak hours.

C. Review and ensure the usage of scheduled reports.

D. Ask every team member to run and save a copy of the report.

Correct Answer: BC

QUESTION 4

Which definition matches the performance and activity views for Queues?

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 %, customer 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: E

QUESTION 5

User Status Detail report includes specifics about queue activity such as interacting, idle, and not responding.

A. True

B. False

Correct Answer: B

Reference: https://help.mypurecloud.com/articles/user-status-detail-report/

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