



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

Genesys Cloud Certified Professional - Reporting and Analytics

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#### QUESTION 1

Sam wants to install the reporting app on his iPad for accessing the metrics. Help him by choosing the right one.

- A. Genesys Cloud Admin
- B. Genesys Cloud User
- C. Genesys Cloud Reporting
- D. Genesys Cloud Supervisor

Correct Answer: C

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#### QUESTION 2

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 3

After the report gets deleted, you can download it from the archived list.

- A. True
- B. False

Correct Answer: B

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#### QUESTION 4



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 5

What is the metric called for the average amount of time an interaction waits in queue before an agent answers it?

- A. AHT
- B. ASA
- C. ACW
- D. ATT

Correct Answer: B

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

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