



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

Genesys Cloud Certified Professional - Reporting and Analytics

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### QUESTION 1

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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### QUESTION 2

The system automatically disables reports scheduled for Recurrence: Daily if they were not downloaded for \_\_\_\_\_.

- A. 14 days
- B. 90 days
- C. 7 days
- D. 30 days

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/troubleshoot-reports/>

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### QUESTION 3

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

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#### QUESTION 4

How can we monitor the real-time statistics for all queues?

- A. Performance > Queues Activity
- B. Performance > My Queues Activity
- C. Performance > Queues Performance
- D. Performance > Queues

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/queues-activity-summary-view/>

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#### QUESTION 5

Reports provide only real-time information.

- A. True
- B. False

Correct Answer: B

Reference: <https://docs.genesys.com/Documentation/PSAAS/latest/EMG/Reporting>

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