



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

Genesys Cloud Certified Professional - Reporting and Analytics

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### QUESTION 1

Which of the following statements are true? (Choose three.)

- A. A queue report only counts interactions handled by an agent.
- B. An Abandon is an interaction that disconnects before an agent handles it.
- C. An agent-based report counts any interactions an agent worked with.
- D. Each report contains a pre-defined set of metrics.
- E. Reports can be created and then configured.

Correct Answer: BDE

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### QUESTION 2

Which definition matches the performance view for Dashboard?

- A. It is used to monitor real-time contact center metrics.
- B. It is used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.
- C. It is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.
- D. It is used to view historical data only.
- E. It is used to view metrics for completed phone calls and chats, such as the user, remote telephone number, date/time, and duration.

Correct Answer: B

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### QUESTION 3

Which of the following are available report file formats for export? (Choose three.)

- A. .doc
- B. .xls
- C. .txt
- D. .docx
- E. .xlsx
- F. .pdf



Correct Answer: ABF

Reference: [https://help.genesys.com/pureconnect/mergedprojects/wh\\_id/desktop/hid\\_report\\_export\\_file.htm](https://help.genesys.com/pureconnect/mergedprojects/wh_id/desktop/hid_report_export_file.htm)

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#### QUESTION 4

What is the time interval for tracking metrics in Genesys Cloud?

- A. 20 mins
- B. 30 mins
- C. 40 mins
- D. 10 mins

Correct Answer: B

Reference: <https://developer.genesys.cloud/api/rest/v2/analytics/metrics>

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#### QUESTION 5

Which of the following reports are aggregated daily? (Choose two.)

- A. Agent Metrics Export Report
- B. Agent Metrics Report
- C. Agent Login-Logout Details Report
- D. Agent Quality Details Report

Correct Answer: BC

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