GCP-GC-REP^{Q&As}

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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

QUESTION 2

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 3

What will happen if too many reports run at the same time?

A. Reports run successfully

B. Reports will fail to run

C. Partial Reports will run

Correct Answer: B

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

QUESTION 4

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

A. True

B. False

Correct Answer: B

QUESTION 5

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/

QUESTION 6

Which view displays current metrics and information about the queues if you have a membership?

A. Queues Activity

B. Queues Performance

C. My Queues Activity

D. Queues

Correct Answer: A

Reference: https://help.mypurecloud.com/articles/my-queues-activity-view/

QUESTION 7

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 8

Which definition matches the performance view for Agents?

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 %, customers 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: C

QUESTION 9

After Call Work for callback interactions is always _____.

A. One

B. Based on the agent status

C. Zero

D. Two

Correct Answer: C

Reference: https://help.mypurecloud.com/articles/call-work-acw/

QUESTION 10

Reports provide only real-time information.

A. True

B. False

Correct Answer: B

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