

Genesys.GCP-GC-REP.v2022-05-17.q12

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NEW QUESTION: 1

Which definition matches the performance view for Dashboard?

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

Answer: E ([LEAVE A REPLY](#))

NEW QUESTION: 2

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

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

Answer: A,B,E ([LEAVE A REPLY](#))

NEW QUESTION: 3

Which definition matches the performance and activity views for Queues?

- A. Used to view metrics for completed phone calls and chats, such as the user, remote telephone number, date/time, and duration.

- B.** Used to monitor real-time contact center metrics.
- C.** Used to view real-time and historical metrics, such as service level %, abandon %, customer waiting, and active agents.
- D.** Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.
- E.** Used to view historical data only.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 4

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

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 5

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

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 6

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.** Busy
- B.** Away
- C.** Available
- D.** Break

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 7

How is Service Level calculated by default?

- A.** $(\text{Number of answered interactions} + \text{number of answered interactions that miss the service level target}) / ((\text{Number of answered interactions} + \text{number of abandoned interactions}) + (\text{Calculation Option Switch Setting(s)})) * 100$

B. $(\text{Number of answered interactions} - \text{number of answered interactions that miss the service level target}) / ((\text{Number of answered interactions} + \text{number of offered interactions}) + (\text{Calculation Option Switch Setting (s)})) * 100$

C. $(\text{Number of answered interactions} - \text{number of answered interactions that miss the service level target}) / ((\text{Number of answered interactions} + \text{number of abandoned interactions}) + (\text{Calculation Option Switch Setting(s)})) * 100$

D. $(\text{Number of answered interactions} + \text{number of answered interactions that miss the service level target}) / ((\text{Number of answered interactions} + \text{number of offered interactions}) + (\text{Calculation Option Switch Setting (s)})) * 100$

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 8

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. Identify opportunities for improvement.

B. Review interactions in which an agent's performance varies significantly from the average.

C. Train the agent to reduce handle time.

D. Focus on numerical results, which tend to encourage desirable results.

E. Coach the agent on positive behaviors such as better call control.

F. Learn the reason for long or short interactions.

Answer: B,C,E,F ([LEAVE A REPLY](#))

NEW QUESTION: 9

You just ran the Queue Metrics Interval report and unsure how the average speed of answer (ASA) was calculated. Where can you find this information for Genesys Cloud Contact Center?

A. Resource Center

B. Google

C. CIC Data Dictionary

D. Contact Center User Manual

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 10

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

A. False

B. True

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 11

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

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 12

Which view helps the supervisors to determine performance issues with a specific skill in one or more queues?

- A. Interactions
- B. Agents
- C. Skills Performance
- D. Queues Activity

Answer: ([SHOW ANSWER](#))

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