GCP-GC-REP^{Q&As}

Genesys Cloud Certified Professional - Reporting and Analytics

Pass Genesys GCP-GC-REP Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.leads4pass.com/gcp-gc-rep.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Genesys Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

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

QUESTION 2

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

A. Agents

B. Queues Activity

C. Skills Performance

D. Interactions

Correct Answer: C

Reference: https://help.mypurecloud.com/articles/skills-performance-view/

QUESTION 3

Your customizations in the interaction view remain in effect even if you leave and return to the view.

A. True

B. False

Correct Answer: A

Reference: https://help.mypurecloud.com/articles/queues-interactions-detail-view/

QUESTION 4

Which of the following views can help supervisors to determine agent performance issues with interactions that set a specific wrap-up code in one or multiple queues?

A. Agents Wrap-Up Interval Detail

B. Agents Schedule Detail

C. Agents Wrap-Up Detail

D. Agents Interactions Detail

Correct Answer: C

Reference: https://help.mypurecloud.com/articles/agents-wrap-up-detail-view/

QUESTION 5

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

[GCP-GC-REP PDF Dumps](#)   [GCP-GC-REP VCE Dumps](#)   [GCP-GC-REP Braindumps](#)