

GCP-GC-REP^{Q&As}

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QUESTION 1

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. Contact Center User Manual
- D. CIC Data Dictionary

Correct Answer: A

QUESTION 2

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 3

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 4

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 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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