

# Genesys

## GCP-GC-REP Exam

### Genesys Cloud Certified Professional - Reporting and Analytics



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# Version: 4.0

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**Question: 1**

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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.

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**Answer: C**

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**Question: 2**

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Which of the following report is used to measure the time an agent spent not responding to alerting interactions and idle?

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

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**Answer: B**

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Reference: <https://help.mypurecloud.com/articles/agent-activity-summary-report/>

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**Question: 3**

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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

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**Answer: A**

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

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**Question: 4**

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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

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**Answer: D**

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Reference: <https://help.mypurecloud.com/articles/onqueue-offqueue/>

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**Question: 5**

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Sam wants to install the reporting app on his iPad for accessing the metrics. Help him by choosing the right one.

- A. Genesys Cloud Admin
- B. Genesys Cloud User
- C. Genesys Cloud Reporting
- D. Genesys Cloud Supervisor

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**Answer: C**

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