

Genesys.GCP-GC-REP.v2022-04-22.q12

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NEW QUESTION: 1

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

How many days does the report exist after you run it?

- A. 70
- B. 90
- C. 60
- D. 80

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

NEW QUESTION: 3

After Call Work for callback interactions is always .

- A. One
- B. Zero
- C. Based on the agent status
- D. Two

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

NEW QUESTION: 4

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

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 5

Which of the following are available report file formats for export? (Choose three.)

- A. .txt
- B. .pdf
- C. .xls
- D. .docx
- E. .doc
- F. .xlsx

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

NEW QUESTION: 6

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

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

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

NEW QUESTION: 7

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. Train the agent to reduce handle time.
- B. Identify opportunities for improvement.
- C. Review interactions in which an agent's performance varies significantly from the average.
- D. Coach the agent on positive behaviors such as better call control.
- E. Focus on numerical results, which tend to encourage desirable results.
- F. Learn the reason for long or short interactions.

Answer: [A,C,D,F \(LEAVE A REPLY\)](#)

NEW QUESTION: 8

Select the available templates for adding widgets to a performance dashboard. (Choose four.)

- A. Grid
- B. Interaction
- C. Text
- D. Chart
- E. Metric
- F. Agent Status

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 9

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

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

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

NEW QUESTION: 10

Reports provide only real-time information.

- A. True
- B. False

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

NEW QUESTION: 11

What is the maximum limit for creating performance dashboards for private users?

- A. 20
- B. 10
- C. 15
- D. 25

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

NEW QUESTION: 12

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

- A. Reports can be created and then configured.
- 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. A queue report only counts interactions handled by an agent.
- E. Each report contains a pre-defined set of metrics.

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

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