



# GCP-GC-REP<sup>Q&As</sup>

Genesys Cloud Certified Professional - Reporting and Analytics

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### QUESTION 1

What is the metric called for the average amount of time an interaction waits in queue before an agent answers it?

- A. AHT
- B. ASA
- C. ACW
- D. ATT

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/queue-metrics-summary-report/>

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### QUESTION 2

Select the possible factors which increase the report runtime and failures. (Choose two.)

- A. Adjust report parameters so that report includes fewer agents, queues, and interactions.
- B. Run reports during peak hours.
- C. Review and ensure the usage of scheduled reports.
- D. Ask every team member to run and save a copy of the report.

Correct Answer: BC

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### QUESTION 3

While Alex monitors the queue reports, Sam deleted an inactive agent from the queue. Will this affect the metrics?

- A. Yes
- B. No

Correct Answer: A

Reference: <https://help.mypurecloud.com/faqs/how-do-active-inactive-and-deleted-users-affect-reportsand-performance-views/>

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### QUESTION 4

User Status Detail report includes specifics about queue activity such as interacting, idle, and not responding.

- A. True



B. False

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/user-status-detail-report/>

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#### QUESTION 5

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/>

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