



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

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

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>

QUESTION 4



You would like to see the performance metrics for the customer service queue parameters such as service level, the average speed of answer, and average talk time. Which reports provide detailed statistics about multimedia queue activity?

- A. Interaction Details reports
- B. Queue Wrap-up reports
- C. Agent Metrics reports
- D. Queue Metrics reports

Correct Answer: D

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

QUESTION 5

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

Correct Answer: C

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