



GCP-GC-REP^{Q&As}

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QUESTION 1

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

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

Correct Answer: ABF

Reference: https://help.genesys.com/pureconnect/mergedprojects/wh_id/desktop/hid_report_export_file.htm

QUESTION 2

Your customizations in the interaction view remain in effect even if you leave and return to the view.

- A. True
- B. False

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/queues-interactions-detail-view/>

QUESTION 3

How is an Incoming Call represented in reports?

- A. Inbound
- B. Incoming
- C. Offered
- D. Calls Received

Correct Answer: A

Reference: https://help.genesys.com/pureconnect/mergedprojects/wh_rh/desktop/account_code_call_detail_by_date_report.htm



QUESTION 4

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/>

QUESTION 5

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>

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