GCP-GC-REP^Q&As

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QUESTION 1

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. Review interactions in which an agent\\'s performance varies significantly from the average.

B. Learn the reason for long or short interactions.

C. Focus on numerical results, which tend to encourage desirable results.

D. Identify opportunities for improvement.

E. Coach the agent on positive behaviors such as better call control.

F. Train the agent to reduce handle time.

Correct Answer: ABEF

QUESTION 2

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

A. 10

B. 15

C. 20

D. 25

Correct Answer: C

Reference: https://help.mypurecloud.com/articles/performance-dashboards-overview/

QUESTION 3

After Call Work for callback interactions is always _____.

A. One

B. Based on the agent status

C. Zero

D. Two

Correct Answer: C

Reference: https://help.mypurecloud.com/articles/call-work-acw/

QUESTION 4

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 5

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

Correct Answer: A

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

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