



GCP-GC-REP^{Q&As}

Genesys Cloud Certified Professional - Reporting and Analytics

Pass Genesys GCP-GC-REP Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/gcp-gc-rep.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Genesys
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers





QUESTION 1

Reports provide only real-time information.

- A. True
- B. False

Correct Answer: B

Reference: <https://docs.genesys.com/Documentation/PSAAS/latest/EMG/Reporting>

QUESTION 2

Which definition matches the performance view for Agents?

- A. Used to monitor real-time contact center metrics.
- B. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.
- C. Used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.
- D. Used to view historical data only.
- E. Used to view metrics for completed phone calls and chats, such as the user, remote telephone number, date/time, and duration.

Correct Answer: C

QUESTION 3

The system automatically disables reports scheduled for Recurrence: Daily if they were not downloaded for _____.

- A. 14 days
- B. 90 days
- C. 7 days
- D. 30 days

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/troubleshoot-reports/>

QUESTION 4

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 5

Which definition matches the performance and activity views for Queues?

- A. Used to monitor real-time contact center metrics.
- B. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.
- C. Used to view real-time and historical metrics, such as service level %, abandon %, customer waiting, and active agents.
- D. Used to view historical data only.
- E. Used to view metrics for completed phone calls and chats, such as the user, remote telephone number, date/time, and duration.

Correct Answer: E

[GCP-GC-REP Practice Test](#) [GCP-GC-REP Study Guide](#)

[GCP-GC-REP Exam Questions](#)