



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

Genesys Cloud Certified Professional - Reporting and Analytics





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### QUESTION 1

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

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### QUESTION 2

What will happen if too many reports run at the same time?

- A. Reports run successfully
- B. Reports will fail to run
- C. Partial Reports will run

Correct Answer: B

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

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### QUESTION 3

Which of the following statements are true? (Choose three.)

- A. A queue report only counts interactions handled by an agent.
- B. An Abandon is an interaction that disconnects before an agent handles it.
- C. An agent-based report counts any interactions an agent worked with.
- D. Each report contains a pre-defined set of metrics.
- E. Reports can be created and then configured.

Correct Answer: BDE

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### QUESTION 4



Jose created and saved an agent report. He did not configure some of the options, and the current status of this report is Disabled. How can he enable this report?

- A. Reports> Report Editor> Report Generation Time> Schedule
- B. Reports> Report Editor> Report Generation Time> Now
- C. Reports> Report Editor> Report Generation Time> Schedule Properties
- D. Reports> Report Editor> Report Generation Time> Recurrence

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/configure-a-report/>

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#### QUESTION 5

How can we monitor the real-time statistics for all queues?

- A. Performance > Queues Activity
- B. Performance > My Queues Activity
- C. Performance > Queues Performance
- D. Performance > Queues

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/queues-activity-summary-view/>

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