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GCP-GC-REP

Genesys Cloud Certified Professional – Reporting and Analytics



Exam A

QUESTION 1

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2 Which of the following report is used to measure the time an agent spent not responding to alerting interactions and idle?

- A. Agent Metrics Report
- B. Agent Activity Summary Report
- C. Agent Login-Logout Details Report
- D. Agent Quality Details Report

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/agent-activity-summary-report/>

QUESTION 3 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

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 4 What will be the agent's user status in the interaction view when you change an agent's queue status from On Queue to Off Queue?

- A. Available
- B. Busy
- C. Away
- D. Break

Correct Answer: D



Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/onqueue-offqueue/>

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

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

Section: (none)

Explanation



Explanation/Reference:

QUESTION 7 Which of the following metrics are only related to Inbound interactions handled by a queue?
(Choose five.)

- A. Offer
- B. Answer%
- C. Service Level%
- D. ASA
- E. Avg Handler
- F. Avg Wait
- G. Hold
- H. Transfer

Correct Answer: ABCDF

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://developer.genesys.cloud/forum/t/asa-calculation-queues-report/4940>

QUESTION 8 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

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://developer.genesys.cloud/api/rest/v2/analytics/metrics>

QUESTION 9 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10 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

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 11 Select the available templates for adding widgets to a performance dashboard.
(Choose four.)

- A. Agent Status
- B. Grid
- C. Text
- D. Metric
- E. Interaction
- F. Chart

Correct Answer: ABDF

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/add-and-edit-performance-dashboards/>



QUESTION 12

While Alex monitors the queue reports, Sam deleted an inactive agent from the queue. Will this affect the metrics?

- A. Yes
- B. No

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/faqs/how-do-active-inactive-and-deleted-users-affect-reports-and-performance-views/>

QUESTION 13

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

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 14 How is Service Level calculated by default?

- A. $(\text{Number of answered interactions} - \text{number of answered interactions that miss the service level target}) / ((\text{Number of answered interactions} + \text{number of offered interactions}) + (\text{Calculation Option Switch Setting(s)})) * 100$
- B. $(\text{Number of answered interactions} + \text{number of answered interactions that miss the service level target}) / ((\text{Number of answered interactions} + \text{number of offered interactions}) + (\text{Calculation Option Switch Setting(s)})) * 100$
- C. $(\text{Number of answered interactions} - \text{number of answered interactions that miss the service level target}) / ((\text{Number of answered interactions} + \text{number of abandoned interactions}) + (\text{Calculation Option Switch Setting(s)})) * 100$
- D. $(\text{Number of answered interactions} + \text{number of answered interactions that miss the service level target}) / ((\text{Number of answered interactions} + \text{number of abandoned interactions}) + (\text{Calculation Option Switch Setting(s)})) * 100$

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/configure-the-service-level-calculation/>

QUESTION 15

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

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 16

User Status Detail report includes specifics about queue activity such as interacting, idle, and not responding.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/user-status-detail-report/>

QUESTION 17

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

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 18 How is an Incoming Call represented in reports?

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



Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 19 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

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 20 Reports provide only real-time information.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 21

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

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/skills-performance-view/>

QUESTION 22 After Call Work for callback interactions is always _____.

- A. One
- B. Based on the agent status
- C. Zero
- D. Two



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 23

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

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

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 25 What is the maximum limit for creating performance dashboards for private users?

- A. 10
- B. 15
- C. 20
- D. 25

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 26

Which of the following views can help supervisors to determine agent performance issues with interactions that set a specific wrap-up code in one or multiple queues?

- A. Agents Wrap-Up Interval Detail
- B. Agents Schedule Detail
- C. Agents Wrap-Up Detail
- D. Agents Interactions Detail

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://help.mypurecloud.com/articles/agents-wrap-up-detail-view/>

QUESTION 27 Which of the following reports are aggregated daily?

(Choose two.)

- A. Agent Metrics Export Report
- B. Agent Metrics Report
- C. Agent Login-Logout Details Report
- D. Agent Quality Details Report

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

Select the possible factors which increase the report runtime and failures. (Choose two.)

- A. Adjust report parameters so that report includes fewer agents, queues, and interactions.
- B. Run reports during peak hours.
- C. Review and ensure the usage of scheduled reports.
- D. Ask every team member to run and save a copy of the report.

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29 Which report calculates a Monthly Service Level?

- A. Queue Metrics Report
- B. Queue Wrap-up Summary Report
- C. Queue Metrics Summary Report
- D. Queue Metrics Interval Report

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 30 After the report gets deleted, you can download it from the archived list.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31 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

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 32 How many days does the report exist after you run it?



- A. 60
- B. 70 C. 80
- D. 90

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33 Which definition matches the performance view for Dashboard?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35 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

Section: (none)

Explanation

Explanation/Reference:

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

