DUMPS ARENA

Genesys Cloud Certified Professional – Reporting and Analytics

Genesys GCP-GC-REP

Version Demo

Total Demo Questions: 5

Total Premium Questions: 35

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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

ANSWER: B C

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.

ANSWER: A B E F

How is Service Level calculated by default?

A. (Number of answered interactions – number of answered interactions that miss the service level target) / ((Number of answered interactions + number of offered interactions) + (Calculation Option Switch Setting(s)))*100

B. (Number of answered interactions + number of answered interactions that miss the service level target) / ((Number of answered interactions + number of offered interactions) + (Calculation Option Switch Setting(s)))*100

C. (Number of answered interactions – number of answered interactions that miss the service level target) / ((Number of answered interactions + number of abandoned interactions) + (Calculation Option Switch Setting(s)))*100

D. (Number of answered interactions + number of answered interactions that miss the service level target) / ((Number of answered interactions + number of abandoned interactions) + (Calculation Option Switch Setting(s)))*100

ANSWER: C

Explanation:

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

QUESTION NO: 4

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

A. Yes

B. No

ANSWER: A

Explanation:

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

QUESTION NO: 5

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

A. 10

B. 15

C. 20

D. 25

ANSWER: C

Explanation:

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