

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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sales@dumpsarena.co

sales@dumpsarena.co
dumpsarena.co

QUESTION NO: 1

Your customizations in the interaction view remain in effect even if you leave and return to the view.

- A. True
- B. False

ANSWER: A**Explanation:**

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

QUESTION NO: 2

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

ANSWER: A B D F**Explanation:**

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

QUESTION NO: 3

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

ANSWER: D

Explanation:

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

QUESTION NO: 4

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

ANSWER: C

Explanation:

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

QUESTION NO: 5

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.

ANSWER: B D E