



Free Questions for [GCP-GC-REP](#) by [dumpssheet](#)

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Question 1

Question Type: MultipleChoice

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?

Options:

- A- Interaction Details reports
- B- Queue Wrap-up reports
- C- Agent Metrics reports
- D- Queue Metrics reports

Answer:

D

Question 2

Question Type: MultipleChoice

How is an Incoming Call represented in reports?

Options:

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

Answer:

A

Question 3

Question Type: MultipleChoice

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?

Options:

- 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

Question 4

Question Type: MultipleChoice

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

Options:

- A- True

B- False

Answer:

B

Question 5

Question Type: MultipleChoice

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

.

Options:

A- 14 days

B- 90 days

C- 7 days

D- 30 days

Answer:

A

Question 6

Question Type: MultipleChoice

How is Service Level calculated by default?

Options:

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

Answer:

C

Question 7

Question Type: MultipleChoice

What is the metric called for the average amount of time an interaction waits in queue before an agent answers it?

Options:

A- AHT

B- ASA

C- ACW

D- ATT

Answer:

B

Question 8

Question Type: MultipleChoice

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

Options:

A- Yes

B- No

Answer:

A

Question 9

Question Type: MultipleChoice

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

Options:

A- Agent Status

B- Grid

C- Text

D- Metric

E- Interaction

F- Chart

Answer:

A, B, D, F

Question 10

Question Type: MultipleChoice

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

Options:

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

Answer:

B

Question 11

Question Type: MultipleChoice

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

Options:

- 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

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