

Free Questions for GCP-GC-REP

Shared by Camacho on 04-10-2024

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Question 1

Question Type: MultipleChoice

What is the time interval for tracking metrics in Genesys Cloud?

Options:

A- 20 mins

B- 30 mins

C- 40 mins

D- 10 mins

Answer:

B

Question 2

Question Type: MultipleChoice

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

Options:

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

Answer:

A, B, C, D, F

Question 3

Question Type: MultipleChoice

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?

Options:

- A- Resource Center
- B- Google
- C- Contact Center User Manual
- D- CIC Data Dictionary

Answer:

A

Question 4

Question Type: MultipleChoice

Sam wants to install the reporting app on his iPad for accessing the metrics. Help him by choosing the right one.

Options:

- A- Genesys Cloud Admin
- B- Genesys Cloud User
- C- Genesys Cloud Reporting
- D- Genesys Cloud Supervisor

Answer:

C

Question 5

Question Type: MultipleChoice

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?

Options:

- A- Available

- B- Busy
- C- Away
- D- Break

Answer:

D

Question 6

Question Type: MultipleChoice

Which view displays current metrics and information about the queues if you have a membership?

Options:

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

Answer:

A

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