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

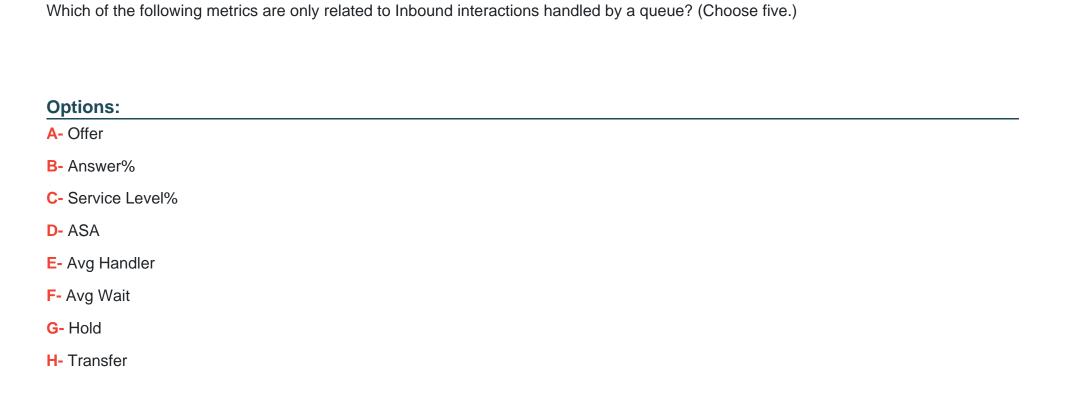
D- 10 mins

Answer:

В

Question 2

Question Type: MultipleChoice



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:

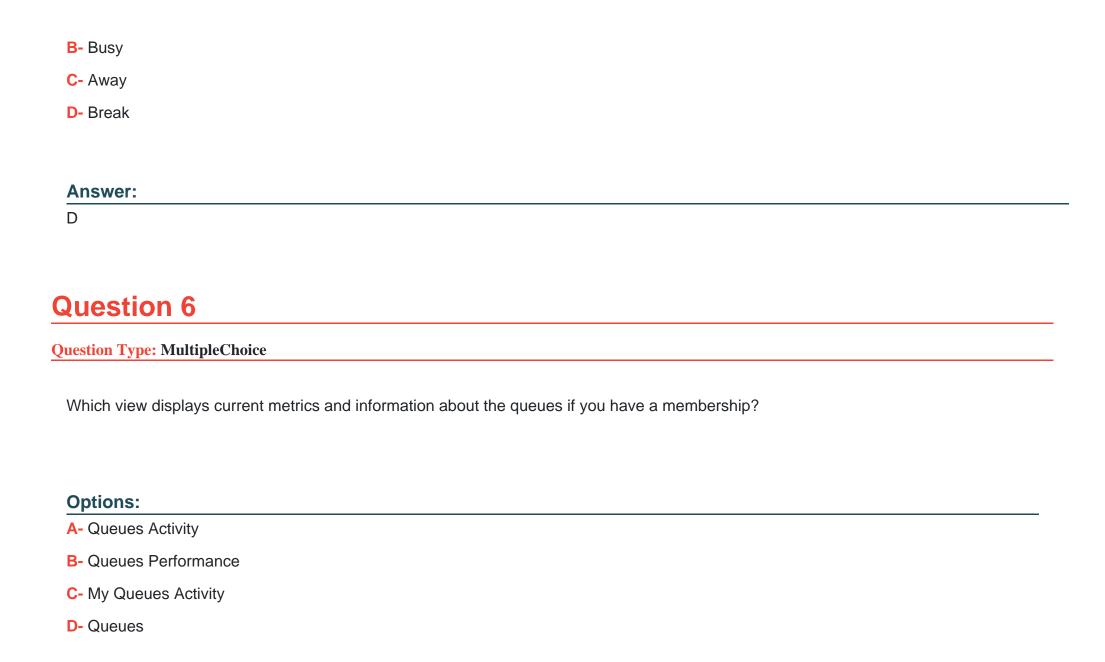
Α

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 Reportir	ng
D- Genesys Cloud Supervi	sor
Answer:	
C Question 5	
Question 5	ee
	ee
Question 5 uestion Type: MultipleChoic	er status in the interaction view when you change an agent's queue status from On Queue to Off Queue?
Question 5 uestion Type: MultipleChoic	
Question 5 uestion Type: MultipleChoic	



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