NEO DUMPS

Genesys

GCP-GC-REP Exam

Genesys Certified Professional

Questions & Answers

(Demo Version - Limited Content)

Thank you for Downloading GCP-GC-REP exam PDF Demo

Get Full File:

https://neodumps.com/gcp-gc-rep/

WWW.NEODUMSP.COM

Version: 4.0

Question: 1

Which definition matches the performance view for Agents?

A. Used to monitor real-time contact center metrics.
B. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.
C. Used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.
D. Used to view historical data only.
E. Used to view metrics for completed phone calls and chats, such as the user, remote telephone number, date/time, and duration.

Answer: C

Question: 2

Which of the following report is used to measure the time an agent spent not responding to alerting interactions and idle?

A. Agent Metrics Report
B. Agent Activity Summary Report
C. Agent Login-Logout Details Report
D. Agent Quality Details Report

Answer: B

Reference: https://help.mypurecloud.com/articles/agent-activity-summary-report/

Question: 3

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

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

Answer: A

Reference: https://help.mypurecloud.com/articles/my-queues-activity-view/

Question: 4

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?

A. Available
B. Busy
C. Away
D. Break

Answer: D

Reference: https://help.mypurecloud.com/articles/onqueue-offqueue/

Question: 5

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

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

Answer: C

Thank You for trying GCP-GC-REP PDF Demo

https://neodumps.com/gcp-gc-rep/

Start Your GCP-GC-REP Preparation

[Limited Time Offer] Use Coupon "SAVE20" for extra 20% discount on the purchase of PDF file. Test your GCP-GC-REP preparation with actual exam questions