

Genesys.GCP-GC-REP.v2022-06-09.q11

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NEW QUESTION: 1

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?

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 2

Which report calculates a Monthly Service Level?

- A. Queue Metrics Report
- B. Queue Metrics Summary Report
- C. Queue Wrap-up Summary Report
- D. Queue Metrics Interval Report

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 3

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 Quality Details Report
- D. Agent Login-Logout Details Report

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

Rayan, as the supervisor, noticed some issues in the interactions handled by the agents. He exported the Agent Metrics report for detailed statistics to troubleshoot the issue. Identify the areas that would help him in resolving the problems. (Choose four.)

- A. Focus on numerical results, which tend to encourage desirable results.
- B. Coach the agent on positive behaviors such as better call control.
- C. Train the agent to reduce handle time.
- D. Identify opportunities for improvement.
- E. Learn the reason for long or short interactions.
- F. Review interactions in which an agent's performance varies significantly from the average.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

After Call Work for callback interactions is always .

- A. Two
- B. Based on the agent status
- C. One
- D. Zero

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

How is an Incoming Call represented in reports?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

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

- A. True
- B. False

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 9

Which definition matches the performance view for Dashboard?

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 10

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

- A. 30 mins
- B. 40 mins
- C. 10 mins
- D. 20 mins

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 11

Which of the following are available report file formats for export? (Choose three.)

- A. .txt
- B. .docx
- C. .doc
- D. .xlsx
- E. .xls
- F. .pdf

Answer: ([SHOW ANSWER](#))

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