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Genesys Cloud Certified Professional - Reporting and Analytics

Genesys GCP-GC-REP

Version Demo

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Topic Break Down

Topic	No. of Questions
Topic 1, Reporting	40
Topic 2, Analytics	4
Topic 3, Performance Management	15
Total	59

QUESTION NO: 1

Which queue metrics help a supervisor evaluate the customer wait experience? (Choose four.)

A. ASA

B. Avg Wait

C. Service Level %

D. Abandon %

E. Average Handle Time

ANSWER: A B C D

Explanation:

ASA, **Avg Wait**, **Service Level %**, and **Abandon %** help evaluate the customer wait experience. ASA indicates the average amount of queue wait time for answered interactions. Avg Wait provides an average queue-wait measure, while Service Level % indicates how consistently the queue answers eligible interactions within its configured target. Abandon % shows the proportion of interactions that disconnect before an agent handles them.

Average Handle Time is an agent-handling measure. Although it can affect staffing and future queue conditions, it does not directly measure the customer's wait before an answer. See the queue performance metrics and dimensions documentation for metric definitions.

QUESTION NO: 2

Which of the following time components contribute to Average Handle Time (AHT)? (Choose three.)

A. Talk time

B. Hold time

C. After-call work time

D. Queue wait time

E. Alerting time before the interaction is offered

ANSWER: A B C

Explanation:

Talk time, **hold time**, and **after-call work time** contribute to Average Handle Time. AHT represents the average amount of time agents spend handling interactions. It includes the time spent actively talking or otherwise connected with the customer, time spent placing the customer on hold, and the associated after-call work time.

Queue wait time occurs before an agent answers the interaction and is not part of the agent handling time used for AHT. Supervisors should review AHT with its component metrics to identify whether changes are caused by longer conversations, increased hold activity, or additional after-call work. See the Genesys Cloud Analytics Data Dictionary for metric definitions.

QUESTION NO: 3

Which action allows a user to make a performance dashboard available to other authorized users?

A. Share the dashboard.

B. Export the dashboard to a report.

C. Add the dashboard creator to a queue.

D. Change all dashboard widgets to Metric widgets.

ANSWER: A

Explanation:

Share the dashboard is correct. Performance dashboards can be private for the creator's individual use or shared for use by other authorized users. Sharing a dashboard allows a common collection of widgets and operational metrics to be available to the intended audience.

Dashboard access remains subject to the recipient's permissions and division access. Sharing a dashboard does not grant access to underlying queue, agent, or conversation data that the recipient is not authorized to view. See the Performance dashboards overview for more information.

QUESTION NO: 4

Reports provide only real-time information.

A. True

B. False

ANSWER: B

Explanation:

False is correct because Genesys Cloud reporting is not limited to real-time information. Reports are used to analyze both current operational activity and historical performance over a selected date range. For example, users can run reports that summarize completed interactions, queue activity, agent performance, flow outcomes, and other metrics accumulated during the reporting interval. This historical perspective lets supervisors identify trends, compare periods, evaluate service levels, and make planning or staffing decisions based on data that has already been collected.

Genesys Cloud distinguishes reporting and analytics views from purely live monitoring. Although some views can display near-real-time or updating metrics, reporting capabilities also retain and present historical data, and report date filters define the period included in the results. Consequently, the statement's use of "only" makes it inaccurate: reports can provide information about past activity as well as operational data relevant to the present. Genesys Cloud's documentation on reports and analytics describes using performance views and report data to investigate historical interaction and workforce results. See Genesys Cloud: About reports and Genesys Cloud: About performance views.

QUESTION NO: 5

Which view allows supervisors to compare real-time and historical performance metrics for multiple agents and then drill down to an individual agent?

A. Agents Activity

B. Agents Performance Summary

C. Queues Performance Summary

D. Conversation Detail

ANSWER: B

Explanation:

The **Agents Performance Summary** view is correct. It provides an aggregate agent-level view that supervisors can use to compare measures such as answered interactions, talk time, after-call work, and status-related activity across multiple

agents. Supervisors can apply relevant filters and select an individual agent to investigate that agent's performance in greater detail.

This view is useful when the objective is to identify trends or outliers among agents before reviewing detailed performance information. For more information, see the Genesys Cloud Agent Performance Summary view documentation.