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**Exam** : **GCP-GC-REP**

**Title** : Genesys Cloud Certified Professional - Reporting and Analytics

**Version** : DEMO

1.Which view helps the supervisors to determine performance issues with a specific skill in one or more queues?
A. Agents
B. Queues Activity
C. Skills Performance
D. Interactions
**Answer:** C
**Explanation:**
Reference: https://help.mypurecloud.com/articles/skills-performance-view/

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

3.What will happen if too many reports run at the same time?
A. Reports run successfully
B. Reports will fail to run
C. Partial Reports will run
**Answer:** B
**Explanation:**
Reference: https://help.mypurecloud.com/articles/troubleshoot-reports/

4.Select the available templates for adding widgets to a performance dashboard. (Choose four.)
A. Agent Status
B. Grid
C. Text
D. Metric
E. Interaction
F. Chart
**Answer:** A,C,D,F
**Explanation:**
Reference: https://help.mypurecloud.com/articles/add-and-edit-performance-dashboards/

5.The system automatically disables reports scheduled for Recurrence: Daily if they were not downloaded for.
A. 14 days
B. 90 days

C. 7 days
D. 30 days
**Answer:** A
**Explanation:**
Reference: https://help.mypurecloud.com/articles/troubleshoot-reports/