



Free Questions for [GCP-GC-REP](#) by [certsinside](#)

Shared by [Gallagher](#) on [06-06-2022](#)

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Question 1

Question Type: MultipleChoice

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

Options:

A- .doc

B- .xls

C- .txt

D- .docx

E- .xlsx

F- .pdf

Answer:

A, B, F

Question 2

Question Type: MultipleChoice

Which definition matches the performance and activity views for Queues?

Options:

- 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 %, customer 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:

E

Question 3

Question Type: MultipleChoice

Which definition matches the performance view for Dashboard?

Options:

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

Answer:

B

Question 4

Question Type: MultipleChoice

How many days does the report exist after you run it?

Options:

A- 60

B- 70

C- 80

D- 90

Answer:

A

Question 5

Question Type: MultipleChoice

Your customizations in the interaction view remain in effect even if you leave and return to the view.

Options:

A- True

B- False

Answer:

A

Question 6

Question Type: MultipleChoice

After the report gets deleted, you can download it from the archived list.

Options:

A- True

B- False

Answer:

B

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