

# Genesys GCP-GCX Exam | GCP-GCX Positive Feedback - Authoritative Website in Offering GCP-GCX Hot Questions



ગુજરાત જાહેર સેવા આયોગ

આયોગ દ્વારા લેવાતી વર્ગ -૧, વર્ગ-૨ અને વર્ગ-૩ સંવર્ગોની વિવિધ મહત્વની સ્પર્ધાત્મક પરીક્ષાઓ માટે ભરતી સંદર્ભે પરીક્ષાની તારીખો અંગે અગત્યની સૂચના

ગુજરાત જાહેર સેવા આયોગ દ્વારા કરવામાં આવતી ભરતી પ્રક્રિયા ઝડપથી પૂર્ણ થાય તે માટે આયોગ પ્રયત્નશીલ છે. આયોગ દ્વારા ગુજરાત મુલકી સેવા વર્ગ-૧ તથા ગુજરાત વહીવટી સેવા વર્ગ-૧/૨, મદદનીશ વલ સંરક્ષક તથા પરિક્ષેત્ર વલ અધિકારી વર્ગ-૨, હિસાબી અધિકારી વર્ગ-૧/૨ રાજ્ય વેરા બિરીક્ષક વર્ગ-૩, નાયબ સેક્શન ઓફિસર/નાયબ મામલતદાર વર્ગ-૩ માટે મુખ્ય પરીક્ષા વર્ણનાત્મક પ્રકારની લેવામાં આવે છે તથા તેના મૂલ્યાંકનમાં સારો એવો સમય જતો હોય છે. ઉપરાંત મૂલ્યાંકનની પ્રક્રિયા ગુણવત્તાસભર રીતે કરવામાં આવે તે માટે યોગ્ય તજજ્ઞોની આવશ્યકતા રહે છે જેની સંખ્યા મર્યાદિત છે. જેથી જો ભરતી પ્રક્રિયા ઝડપથી પૂર્ણ કરવી હોય તો મુખ્ય પરીક્ષાઓ એ રીતે ગોઠવવામાં આવે જેથી એક પરીક્ષાનું મૂલ્યાંકન પૂર્ણ થાય ત્યારબાદ બીજી પરીક્ષા લેવામાં આવે. આ બાબતને ધ્યાનમાં રાખીને આ પરીક્ષાઓનું સમયપત્રક નીચે મુજબ ગોઠવવામાં આવે છે જે ઉમેદવારોની જાણ માટે.

ક્રમ	સંવર્ગનું નામ	પ્રિલીમનરી પરીક્ષાની તારીખ	મુખ્ય પરીક્ષાની તારીખ
૧	ગુજરાત મુલકી સેવા વર્ગ-૧ તથા ગુજરાત વહીવટી સેવા વર્ગ-૧/૨,	તા.૨૦.૪.૨૫	તા.૨૦.૨૧.૨૭.૨૮.૯.૨૦૨૫
૨	મદદનીશ વલ સંરક્ષક તથા પરિક્ષેત્ર વલ અધિકારી વર્ગ-૨	તા.૦૬.૦૬.૨૦૨૫	તા.૧૦ થી તા.૧૭.૧૨.૨૦૨૫ દરમિયાન
૩	હિસાબી અધિકારી વર્ગ-૧/૨	તા.૦૬.૦૬.૨૦૨૫	તા.૧૦ થી તા.૧૭.૧૨.૨૦૨૫ દરમિયાન
૪	રાજ્ય વેરા બિરીક્ષક વર્ગ-૩	તા.૨૧.૧૨.૨૦૨૫	તા.૧ થી ૧૦ જૂન ૨૦૨૬
૫	નાયબ સેક્શન ઓફિસર/નાયબ મામલતદાર વર્ગ-૩	તા.૦૭.૦૯.૨૫	ફેબ્રુઆરી - ૨૦૨૬

વધુમા મોટાભાગના ઉમેદવારો એક કરતાં વધુ પરીક્ષાઓ આપતાં હોય છે. જેથી તેઓની વિવિધ પરીક્ષાઓ એકસાથે ના થઈ જાય તે બાબત પણ આ સમયપત્રક બનાવતી વખતે ધ્યાને લેવામાં આવેલ છે.

સારી ગુણવત્તાના તજજ્ઞો મળી રહે તે માટે પણ આયોગ પ્રયત્નશીલ છે. આ માટે તજજ્ઞો માટેનું પોર્ટલ પણ વિકસાવવામાં આવી રહેલ છે.

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The Genesys GCP-GCX certification exam is an industrial-recognized Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) certificate that is designed to validate candidates' skills, experience, and knowledge quickly. The Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) certification exam has been inspiring Genesys professionals since its beginning. Now this GCP-GCX certification exam has become solid proof of certain skills set and knowledge.

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### Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q114-Q119):

#### NEW QUESTION # 114

Phone redundancy extends to include call survivability - Even when the connection to the Edge is lost, it prevents active calls from getting disconnected.

- A. False
- B. True

**Answer: B**

#### NEW QUESTION # 115

Which of the following attributes ensure that the interactions are routed to the most qualified agent? (Choose two.)

- A. Medians
- B. Knowledge levels
- C. Languages
- D. Index Ratings
- E. Skills

**Answer: C,E**

Explanation:

Languages and skills are two attributes that ensure that the interactions are routed to the most qualified agent. Languages and skills are ratings that indicate an agent's proficiency or preference for handling certain types of interactions or customers. For example:

Languages indicate an agent's ability to speak or write in different languages.

Skills indicate an agent's capability or willingness to handle different media types or queues.

Genesys Cloud CX routing uses these attributes to match each interaction with an agent who has the highest ratings for those attributes. Reference: <https://help.mypurecloud.com/articles/about-acd-evaluation-methods/>

<https://help.mypurecloud.com/articles/add-language-skills-to-an-agent-profile/> <https://help.mypurecloud.com/articles/add-acd-skills-to-an-agent-profile/>

#### NEW QUESTION # 116

Which of the following components can be added to scripts? (Choose four.)

- A. Checkbox
- B. Call Flow
- C. Text
- D. Image
- E. Visual Basic Control
- F. Web Page

**Answer: A,B,C,F**

#### NEW QUESTION # 117

How do you represent your organization when you contact the Genesys Cloud CX support team?

- A. Organization ID
- B. Agent Name

- C. ID
- **D. Company Name**

**Answer: D**

### NEW QUESTION # 118

Files uploaded to the workspace can be shared with non-members of the Genesys Cloud CX organization.

- A. True
- **B. False**

**Answer: B**

Explanation:

Files uploaded to the workspace cannot be shared with non-members of the Genesys Cloud CX organization. The workspace is a secure place for each group in the organization to upload, organize, and share documents and files. Only members of the group can access the files in the workspace. Reference: <https://help.mypurecloud.com/articles/about-workspaces/>  
<https://help.mypurecloud.com/articles/add-files-to-a-workspace/>

### NEW QUESTION # 119

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