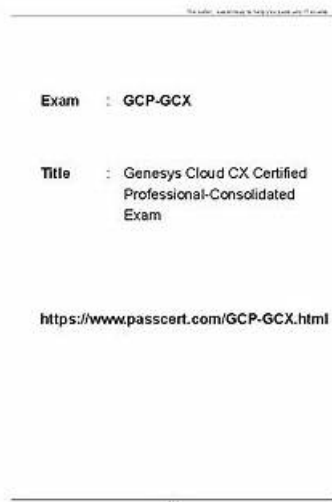


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To pass the Genesys GCP-GCX certification exam, candidates must demonstrate a deep understanding of the Genesys Cloud CX platform and the best practices for using it to support customer interactions. GCP-GCX exam consists of multiple-choice questions and is timed, with a total of 65 questions to be answered in 90 minutes. GCP-GCX Exam is available in multiple languages, including English, French, German, Japanese, and Spanish.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q23-Q28):

NEW QUESTION # 23

Alerts that have been read are not included in the alert count, even if they are still active.

- A. False
- B. True

Answer: A

Explanation:

Explanation

Alerts that have been read are still included in the alert count, even if they are still active. Alerts are notifications that inform you of important events or issues that require your attention in Genesys Cloud CX.

Alerts appear as icons with a number indicating the alert count on the top right corner of the Genesys Cloud CX window. You can click on an alert icon to see more details about the alert and take action if needed.

However, clicking on an alert icon does not remove it from the alert count unless you resolve or dismiss the alert. References:

<https://help.mypurecloud.com/articles/about-alerts/>

<https://help.mypurecloud.com/articles/view-and-manage-alerts/>

NEW QUESTION # 24

Which Genesys Cloud CX feature helps reduce wait time for each call?

- A. Workforce Management
- B. Automatic Call Distribution
- C. Skill-based Routing
- D. IVR

Answer: D

Explanation:

Explanation

IVR (Interactive Voice Response) is a feature that helps reduce wait time for each call. IVR is a system that allows callers to interact with an automated menu using voice commands or touch-tone keypad inputs. IVR can provide callers with information, options, or self-service functions without requiring an agent's assistance.

This way, IVR can reduce the number of calls that need to be transferred to agents and shorten the wait time for callers who need agent support. References:

<https://help.mypurecloud.com/glossary/interactive-voice-response-ivr/>

<https://help.mypurecloud.com/articles/about-architect/>

NEW QUESTION # 25

Which of the following is not a Quality Management feature?

- A. Scheduling
- B. Interaction Recording
- C. Evaluation Forms
- D. Policies

Answer: A

Explanation:

Explanation

Scheduling is not a Quality Management feature. Quality Management is a feature that allows supervisors and quality evaluators to monitor, evaluate, and improve the quality of agent interactions. Quality Management includes features such as Evaluation Forms, Policies, Interaction Recording, Calibration Sessions, etc.

References: <https://help.mypurecloud.com/articles/about-quality-management/>

<https://help.mypurecloud.com/articles/quality-management-overview/>

NEW QUESTION # 26

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

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

Answer: A

Explanation:

Your customizations in the interaction view remain in effect even if you leave the view and return to it later is a true statement. The interaction view is a view that shows various metrics and details related to interaction performance and activities in Genesys Cloud CX Performance menu. The interaction view can help you measure and improve various aspects of your interaction performance and activities, such as:

Interaction volume

Interaction quality

Interaction outcomes

Interaction flows

Your customizations in the interaction view remain in effect even if you leave the view and return to it later because:

You can customize the interaction view by using various filters and columns to show only certain data. For example, you can choose to show only certain columns or filter to see certain types of interactions. You can also save your filter and column settings as a saved view to switch quickly between different data of interest in the same view.

Your customizations remain as you navigate from view to view or leave and return to a view. This means that Genesys Cloud CX remembers your preferences and settings for the interaction view and applies them when you access the view again. This can help you save time and effort when you want to see the same data again.

NEW QUESTION # 27

Genesys Cloud CX ACD assigns interactions to the most appropriate agent available.

Which of the following attributes is used to determine the best available agent? (Choose three.)

- **A. Language skills**
- B. Time since last ACD interaction
- **C. Additional attribute ratings**
- **D. ACD skills**
- E. Staffing requirements

Answer: A,C,D

Explanation:

Explanation

Language skills, additional attribute ratings, and ACD skills are three attributes that are used to determine the best available agent for an interaction in Genesys Cloud CX ACD. These attributes are ratings that indicate an agent's proficiency or preference for handling certain types of interactions or customers. For example:

* Language skills indicate an agent's ability to speak or write in different languages.

* Additional attribute ratings indicate an agent's knowledge or experience with specific products, services, topics, etc.

* ACD skills indicate an agent's capability or willingness to handle different media types or queues.

Genesys Cloud CX ACD uses these attributes to match each interaction with an agent who has the highest ratings for those attributes. References: <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-additional-attribute-ratings-to-an-agent-profile/>
<https://help.mypurecloud.com/articles/add-acd-skills-to-an-agent-profile/>

NEW QUESTION # 28

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