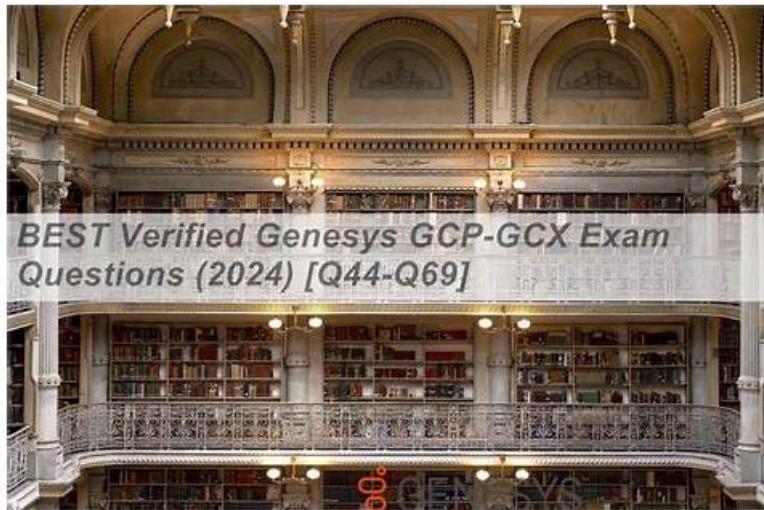


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The GCP-GCX certification is highly valued in the industry and is recognized as a mark of excellence in the field of customer experience management. It is intended for professionals with at least two years of experience in the field of customer experience management and a good understanding of contact center operations. Genesys Cloud CX Certified Professional - Consolidated Exam certification provides a comprehensive understanding of the Genesys Cloud CX platform and its capabilities, including the ability to design, implement, and manage customer experience solutions that meet the needs of today's businesses. The GCP-GCX certification is an excellent way for professionals to demonstrate their knowledge and expertise in this rapidly evolving field and to enhance their career prospects.

Taking and passing the Genesys GCP-GCX Exam is an important step for professionals who work with the Genesys Cloud CX platform. It demonstrates a high level of proficiency in the platform and can lead to career advancement opportunities. Additionally, companies that use the Genesys Cloud CX platform may prioritize hiring and promoting individuals who hold the GCP-GCX certification, as it indicates that they have the skills and knowledge necessary to effectively manage and support the platform.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q45-Q50):

NEW QUESTION # 45

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

- A. Workforce Management
- B. Skill-based Routing

- C. Automatic Call Distribution
- D. IVR

Answer: C

NEW QUESTION # 46

Which one of the following Genesys Cloud CX configuration options provides a way to ensure that phones of a specific make and model are all deployed with the same settings?

- A. Base Settings
- B. Managed IP Phones
- C. IP Phone Templates
- D. Default Station Configuration

Answer: A

NEW QUESTION # 47

Which feature enables a voice interaction to interrupt an email interaction?

- A. ACD Skills
- B. Emergency Routing
- C. Utilization
- D. Scripts

Answer: C

NEW QUESTION # 48

Genesys Cloud CX is fully supported on which of the following browsers? (Choose two.)

- A. Internet Explorer
- B. Firefox
- C. Safari
- D. Chrome
- E. Opera

Answer: B,D

Explanation:

Firefox and Chrome are two browsers that fully support Genesys Cloud CX. Genesys Cloud CX is a web-based application that requires a compatible browser to run properly. Firefox and Chrome are the recommended browsers for Genesys Cloud CX because they offer the best performance and functionality. Safari is also supported but with some limitations. Internet Explorer and Opera are not supported by Genesys Cloud CX. Reference: <https://help.mypurecloud.com/articles/supported-browsers/> <https://help.mypurecloud.com/articles/browser-limitations/>

NEW QUESTION # 49

Genesys Cloud CX tracks metric statistics in _____ minute intervals.

- A. 0
- B. 1
- C. 2
- D. 3

Answer: C

Explanation:

Explanation

Genesys Cloud CX tracks metric statistics in 10 minute intervals. This means that Genesys Cloud CX collects and aggregates data

for various metrics every 10 minutes. This applies to both real-time and historical data.

For example:

* Real-time data: Genesys Cloud CX updates the dashboards and views with the latest data every 10 minutes. You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.

* Historical data: Genesys Cloud CX stores the data for various metrics every 10 minutes. You can see the historical values of

Genesys Cloud CX tracks metric statistics in 10 minute intervals to provide consistent and accurate data for your contact center

- * Agent performance
- * Queue performance
- * Interaction quality
- * Customer satisfaction
- * Workforce management

References: <https://help.mypurecloud.com/articles/how-reporting-works/>
<https://help.mypurecloud.com/articles/performance-dashboards-overview/>
<https://help.mypurecloud.com/articles/reports-overview/>

NEW QUESTION # 50

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