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Genesys GCP-GCX Certification Exam is a vendor-neutral certification program that is recognized by industry leaders and organizations around the world. Genesys Cloud CX Certified Professional - Consolidated Exam certification is designed to provide professionals with a comprehensive understanding of the Genesys Cloud CX platform and the skills needed to manage customer experience operations effectively. Genesys Cloud CX Certified Professional - Consolidated Exam certification demonstrates that professionals have the knowledge and skills needed to implement, manage, and optimize the Genesys Cloud CX platform.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q26-Q31):

NEW QUESTION # 26

You can develop a plan to generate reports regularly, however, Genesys Cloud CX does not allow you to run reports on demand.

- A. False
- B. True

Answer: A

Explanation:

Explanation

You can develop a plan to generate reports regularly, however, Genesys Cloud CX does not allow you to run reports on demand is a false statement. You can develop a plan to generate reports regularly and also run reports on demand in Genesys Cloud CX Performance menu. Reports are tools that allow you to view various metrics and details related to your contact center performance and activities in Genesys Cloud CX. Reports can help you measure and improve various aspects of your contact center, such as:

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

You can develop a plan to generate reports regularly by scheduling reports in Genesys Cloud CX Performance menu . Scheduling reports allows you to automate the generation and delivery of reports based on various options , such as :

- * Report type
- * Report format
- * Report frequency
- * Report recipients

You can also run reports on demand by viewing reports in Genesys Cloud CX Performance menu . Viewing reports allows you to generate and display reports based on various options , such as :

- * Report type
- * Report filters
- * Report date range
- * Report columns

References: <https://help.mypurecloud.com/articles/reports-overview/>

<https://help.mypurecloud.com/articles/schedule-a-report/> <https://help.mypurecloud.com/articles/view-a-report/>

NEW QUESTION # 27

Which of following file formats are available to export a report? (Choose three.)

- A. .pdf
- B. .docx
- C. .xls
- D. .doc
- E. .xlsx
- F. .txt

Answer: A,C,D

NEW QUESTION # 28

Where are Genesys Cloud CX call recordings stored by default?

- A. Cloud
- B. AWS Cloud
- C. Web Service
- D. Edges

Answer: B

Explanation:

Reference:

Genesys Cloud CX call recordings are stored by default in the cloud storage provided by Genesys Cloud CX. Administrators can also configure external storage options for call recordings, such as AWS S3 buckets or web services. Reference:

<https://help.mypurecloud.com/articles/about-call-recording-storage/> <https://help.mypurecloud.com/articles/configure-external-storage-for-call-recordings/>

NEW QUESTION # 29

Where can you add preconfigured settings to the phones?

- A. Admin > Telephone > Phone Management > Base Settings
- B. Admin > Telephone > Phone Management > Phones
- C. Admin > Telephone > Phone Management > Calls

Answer: A

Explanation:

Admin > Telephone > Phone Management > Base Settings is where you can add preconfigured settings to the phones in Genesys Cloud CX Telephony Admin menu. Base settings are sets of configuration options that apply to one or more phones in Genesys Cloud CX. Base settings can include various options, such as:

Phone model

Firmware version

Line keys

Soft keys

Feature keys

You can add base settings to the phones by creating and assigning base settings profiles in Genesys Cloud CX Telephony Admin menu. Base settings profiles are templates that contain one or more base settings that apply to a group of phones based on their model or firmware version. Reference: <https://help.mypurecloud.com/articles/base-settings-overview/>

<https://help.mypurecloud.com/articles/create-a-base-settings-profile/>

NEW QUESTION # 30

Currently, you manage all agents' schedules using a spreadsheet. This shows when each agent is working, when they are on breaks, and when they have meetings or other events that take them away from the queue. You would like to manage these in an easier and more automated way.

Which Genesys Cloud CX contact center feature can you use to replace and automate the spreadsheet schedule?

- A. Genesys Cloud CX Reporting and Analytics
- B. Genesys Cloud CX API
- C. Genesys Cloud CX Architect
- D. Genesys Cloud CX Workforce Management

Answer: D

Explanation:

Genesys Cloud CX Workforce Management is a feature that can replace and automate the spreadsheet schedule. Workforce Management is a system that helps contact center managers and supervisors plan and optimize agent schedules based on various factors, such as forecasted workload, agent availability, skills, preferences, etc. Workforce Management can also track and monitor agent adherence and performance in real time and provide reports and analytics on various metrics. Reference:

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

NEW QUESTION # 31

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