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The GCP-GCX certification is ideal for professionals who are responsible for managing and implementing the Genesys Cloud CX platform within their organizations. It is also beneficial for individuals who want to enhance their skills or pursue a career in cloud-based contact center solutions. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam is designed to validate the skills of professionals who work with the Genesys Cloud platform, including system administrators, technical support specialists, and solution architects. The GCP-GCX certification is a testament to an individual's expertise in implementing and managing Genesys Cloud CX solutions, providing employers with a reliable indicator of a professional's potential contributions to their organization.

The GCP-GCX Exam covers a range of topics related to the Genesys Cloud CX platform, including its architecture, administration, design, and deployment. GCP-GCX exam also covers topics related to the use of the platform for customer engagement, including chat, voice, email, and social media. GCP-GCX exam is designed to test the candidate's ability to apply their knowledge of the platform to real-world scenarios and to demonstrate their ability to solve problems and troubleshoot issues. The GCP-GCX certification is an important credential for professionals who work with the Genesys Cloud CX platform, as it demonstrates their proficiency and expertise in the platform, and can lead to increased career opportunities and higher salaries.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q128-Q133):

NEW QUESTION # 128
If the issue reporting email address is not set up in the Genesys Cloud CX system, any employee with an administrative role within the organization will receive the email.

- A. True
- B. False

Answer: B

Explanation:
In Genesys Cloud CX, the issue reporting email address is a configurable setting that determines where reports of system issues are sent. If this address is not set up, system issues will not automatically be emailed to all employees with administrative roles. Instead, issues need to be reported through the designated support channels or by manually notifying the appropriate individuals or teams within the organization.

NEW QUESTION # 129
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. ACD skills
- B. Additional attribute ratings
- C. Time since last ACD interaction
- D. Staffing requirements
- E. Language skills

Answer: A,B,E

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 # 130
Which of the following statements is NOT true regarding Management Units?

- A. Agents that handle the same set of interactions should belong to the same management unit.
- B. Management Units partition agents and interactions into logical groups.
- C. A maximum of 100 agents can be added to a single Management Unit.
- D. They help you create, manage, and view schedules for a group.

Answer: C

NEW QUESTION # 131
Amelia is changing departments within the organization and has a new manager. Currently, Genesys Cloud CX is not synchronized with the HR systems.
What steps should you take to update her reporting structure in Genesys Cloud CX?

- A. Do nothing. Genesys Cloud CX will update everything automatically.
- B. Update her manager in her profile. Genesys Cloud CX will automatically update her place in the hierarchy.
- C. Update her manager and her peers in her profile.
- D. Update her peers. Genesys Cloud CX will then update her manager automatically.

Answer: C

NEW QUESTION # 132
Which of the following is NOT a feature of Genesys Cloud CX contact center?

- A. Automatic Call Distribution
- B. Workforce Management
- C. Quality Management
- D. Human Capital Management

Answer: D

NEW QUESTION # 133
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