

# Practice GCP-GCX Test Online & Leading Offer in Qualification Exams & Genesys Genesys Cloud CX Certified Professional - Consolidated Exam



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Genesys GCP-GCX Certification Exam is a valuable credential for professionals who work with Genesys Cloud CX. It demonstrates their expertise in the field and validates their skills and knowledge. Genesys Cloud CX Certified Professional - Consolidated Exam certification also provides a competitive advantage in the job market, as employers recognize the value of certified professionals who can design and implement effective customer experience solutions. Overall, the Genesys GCP-GCX Certification Exam is a great way to enhance one's career in the field of customer experience management.

## Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q28-Q33):

### NEW QUESTION # 28

What is the distinguishing feature between queues and groups?

- A. Unlike groups, queues allow for more complex scenarios like skill-based routing.

- B. Both queues and groups have the same ACD capabilities.
- C. Queues can be used in Architect flows, while groups cannot.
- D. Queues can have agents as members, while groups cannot.

**Answer: A**

#### NEW QUESTION # 29

Which of the following statements is NOT true regarding numbering plan?

- A. It is a telecommunication scheme where telephone numbers are assigned to subscribers and telephony endpoints.
- B. Numbering plan can be added or modified based on the organizational requirements.
- C. It has to be created manually.
- D. Numbering plan is also known as a dial plan.

**Answer: C**

#### NEW QUESTION # 30

In which of these views would you see the amount of time an agent spent in each status?

- A. Agent Interaction
- B. Agent Status
- C. Agent Performance
- D. Agent Queue

**Answer: B**

Explanation:

The Agent Status view in Genesys Cloud CX is designed to show detailed information about an agent's status over time, including the amount of time spent in each status such as Available, Busy, Away, etc. This view provides insights into how agents are allocating their time, which can be crucial for understanding productivity, identifying bottlenecks, and making informed staffing decisions.

#### NEW QUESTION # 31

Select all the question types available while creating an Evaluation Form. (Choose three.)

- A. Fill in the blank
- B. Yes/No
- C. Range
- D. Multiple Response
- E. Multiple Choice

**Answer: B,D,E**

#### NEW QUESTION # 32

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

**Answer: A**

