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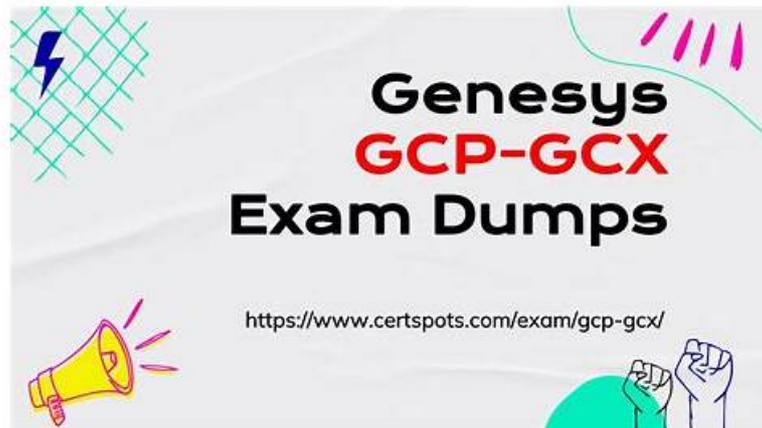

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Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is a comprehensive certification program designed to test and validate the skills and knowledge of professionals in the field of customer experience management. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam focuses on the use of the Genesys Cloud CX platform, which is a cloud-based customer experience management solution that enables businesses to deliver exceptional customer experiences across all channels and touchpoints.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q131-Q136):

NEW QUESTION # 131
Genesys Cloud CX is fully supported on which of the following browsers? (Choose two.)

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

Answer: B,E

Explanation:
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.

References: https://help.mypurecloud.com/articles/supported-browsers/

https://help.mypurecloud.com/articles/browser-limitations/

NEW QUESTION # 132

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

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

Answer: B

Explanation:

A maximum of 100 agents can be added to a single Management Unit is not a true statement regarding Management Units in Genesys Cloud CX Workforce Management. A Management Unit is a logical grouping of agents who handle similar types of interactions in Workforce Management. A Management Unit can have various settings configured to define its behavior and performance, such as time zone, service level target, shrinkage percentage, etc. There is no limit on the number of agents that can be added to a single Management Unit. Reference: https://help.mypurecloud.com/glossary/management-unit/ https://help.mypurecloud.com/articles/create-a-management-unit/

NEW QUESTION # 133

The status of agents, whether active or inactive, does not impact metrics in queue reports, however, active agents appear on/affect agent reports.

- A. False
- B. True

Answer: B

Explanation:
Explanation
The status of agents, whether active or inactive, does not impact metrics in queue reports, however, active agents appear on/affect agent reports is a true statement. A queue report is a report that shows various metrics and details related to queue performance and activities in Genesys Cloud CX. A queue report can help you measure and improve various aspects of your queue, such as:
* Service level
* Abandon rate
* Average speed of answer
* Average handle time
* Interaction volume
An agent report is a report that shows various metrics and details related to agent performance and activities in Genesys Cloud CX. An agent report can help you measure and improve various aspects of your agent, such as:
* Availability
* Productivity
* Quality
* Conduct
* Satisfaction
The status of agents, whether active or inactive, does not impact metrics in queue reports, however, active agents appear on/affect agent reports because:
* A queue report only counts interactions that spent time in the queue, but an agent-based report counts any interactions an agent worked with. This means that the totals in a queue report and an agent-based report may not match exactly, even if they include the same agents or queues. This is because a queue is a stand-alone entity from the perspective of Genesys Cloud CX reports, and queue metrics and agent metrics can differ for various reasons, such as:
* An interaction spends time in multiple queues
* An interaction abandons before an agent handles it
* An agent is a member of more than one queue

* An active agent is an agent who has logged in to Genesys Cloud CX and is available to handle interactions. An inactive agent is an agent who has not logged in to Genesys Cloud CX or has logged out. An active agent appears on/affects agent reports because they contribute to various metrics and details related to agent performance and activities, such as:
* Status
* Time in status
* Calls answered
* Average talk time
* Average ACW
References: https://help.mypurecloud.com/articles/reports-overview/
https://help.mypurecloud.com/articles/queue-report-and-agent-report-totals-differ-by-design/
https://help.mypurecloud.com/articles/agent-status-overview/

NEW QUESTION # 134

Which view helps supervisors analyze performance issues with a specific skill in one or more queues?

- **A. Skills Performance**
- B. Agents
- C. Queues Activity
- D. Interactions

Answer: A

Explanation:
Reference:
The Skills Performance view helps supervisors analyze performance issues with a specific skill in one or more queues. It shows metrics such as service level, average speed of answer, average handle time, and abandonment rate for each skill. Supervisors can use this view to identify skills that need more training or staffing. Reference: https://help.mypurecloud.com/articles/skills-performance-view/

NEW QUESTION # 135

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

Answer: A

Explanation:
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. References:
https://help.mypurecloud.com/articles/about-workforce-management/
https://help.mypurecloud.com/articles/workforce-management-overview/

NEW QUESTION # 136

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