

一番優秀なGCP-GCX最新対策問題 &合格スムーズ GCP-GCX試験参考書 |効果的なGCP-GCX復習時間 Genesys Cloud CX Certified Professional - Consolidated Exam



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<https://drive.google.com/open?id=18YZaYMT5ZZH6MypDWH6MN3ZRuLnSBTZ4>

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>> GCP-GCX最新対策問題 <<

GCP-GCX試験参考書 & GCP-GCX復習時間

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Genesys Cloud CX Certified Professional - Consolidated Exam 認定 GCP-GCX 試験問題 (Q140-Q145):

質問 # 140

Your customizations in the interaction view remain in effect even if you leave the view and return to it later.

- A. False
- **B. True**

正解: B

解説:

Your customizations in the interaction view remain in effect even if you leave the view and return to it later is a true statement. The interaction view is a view that shows various metrics and details related to interaction performance and activities in Genesys Cloud CX Performance menu. The interaction view can help you measure and improve various aspects of your interaction performance and activities, such as:

Interaction volume

Interaction quality

Interaction outcomes

Interaction flows

Your customizations in the interaction view remain in effect even if you leave the view and return to it later because:

You can customize the interaction view by using various filters and columns to show only certain data. For example, you can choose to show only certain columns or filter to see certain types of interactions. You can also save your filter and column settings as a saved view to switch quickly between different data of interest in the same view.

Your customizations remain as you navigate from view to view or leave and return to a view. This means that Genesys Cloud CX remembers your preferences and settings for the interaction view and applies them when you access the view again. This can help you save time and effort when you want to see the same data again.

質問 # 141

Select the factors which can cause report generation failures and increased runtimes. (Choose two.)

- A. Adjusting report parameters in order to include fewer agents, queues, and interactions.
- **B. Asking every team member to run and save a copy of the report.**
- C. Reviewing and ensuring the usage of scheduled reports.
- **D. Running reports during peak hours.**

正解: B、D

解説:

Explanation

Running reports during peak hours and asking every team member to run and save a copy of the report are two factors that can cause report generation failures and increased runtimes. Running reports during peak hours can put additional load on the system and affect its performance and availability. Asking every team member to run and save a copy of the report can create redundant data and consume unnecessary storage space. To avoid these issues, you can follow some best practices for running reports, such as:

* Run reports during off-peak hours or schedule them for later delivery.

* Share reports with other users instead of creating multiple copies.

* Adjust report parameters to include only relevant data and filters.

* Review and delete unused or outdated reports regularly. References:

<https://help.mypurecloud.com/articles/best-practices-for-running-reports/>

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

質問 # 142

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

- A. Safari
- B. Opera
- **C. Chrome**
- **D. Firefox**

- E. Internet Explorer

正解: C、D

解説:

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/>

質問 # 143

If you have not created any additional templates, you will have several default template options when creating a new script. These default templates are: (Choose four.)

- A. Sales Script Template
- B. Blank Script
- C. Default Outbound Script
- D. Collection Script Template
- E. Default Inbound Script
- F. Default Callback Script

正解: B、C、E、F

解説:

Explanation

Blank Script, Default Callback Script, Default Inbound Script, and Default Outbound Script are four default template options when creating a new script if you have not created any additional templates. A template is a reusable script layout that defines the structure and content of a script. You can use templates to create scripts faster and more consistently. Genesys Cloud CX provides four default templates for different types of scripts:

- * Blank Script is an empty template that allows you to create a script from scratch.
- * Default Callback Script is a template for scripts that handle callback interactions.
- * Default Inbound Script is a template for scripts that handle inbound interactions.
- * Default Outbound Script is a template for scripts that handle outbound interactions.

You can also create your own custom templates for scripts based on your needs. References:

<https://help.mypurecloud.com/articles/create-a-script-template/>

<https://help.mypurecloud.com/articles/create-a-script-from-a-template/>

質問 # 144

Where can you add preconfigured settings to the phones?

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

正解: B

解説:

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/>

- P.S.MogiExamがGoogle Driveで共有している無料の2026 Genesys GCP-GCXダンプ: <https://drive.google.com/open?id=18YZaYMT5ZZH6MvpDWHeMN3ZRuLnSBTZ4>