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Features of our web-based certification for Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) practice test and the desktop simulation software for Genesys GCP-GCX exam questions are similar. The web-based GCP-GCX practice test is supported by operating systems. It is an internet-based self-assessment test, eliminating the need for any software installation. The web-based Genesys GCP-GCX Practice Exam is compatible with major browsers. Get a demo of our products, it's free to use. Upon completing the purchase, you will be able to immediately download the full version of our TestSimulate Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) practice questions product.

Genesys GCP-GCX Certification Exam is an excellent way for professionals to demonstrate their expertise in Genesys Cloud CX and to enhance their career prospects in customer service, sales, and IT. By passing GCP-GCX exam, individuals can prove their ability to manage and administer the Genesys Cloud CX platform effectively, which can lead to better job opportunities and higher salaries.

Genesys GCP-GCX certification exam is ideal for professionals who work with Genesys Cloud CX and want to showcase their expertise in the field of customer experience. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam is designed to validate their knowledge and skills in various areas of Genesys Cloud CX, including call routing, reporting, analytics, and integrations. Professionals who pass the exam can demonstrate their proficiency in these areas and differentiate themselves from their peers in the industry.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q79-Q84):

NEW QUESTION # 79

The license used by a user is determined by the permissions enabled in the roles assigned to that user.

- A. False
- B. True

Answer: B

Explanation:

Explanation

The license used by a user is determined by the permissions enabled in the roles assigned to that user. Genesys Cloud CX offers different types of licenses with different levels of access and functionality. Each license corresponds to a set of permissions that enable or disable certain features within Genesys Cloud CX. When a user is assigned a role, they inherit the permissions associated with that role, which in turn determines their license type. References: <https://help.mypurecloud.com/articles/about-licenses/> <https://help.mypurecloud.com/articles/assign-licenses-to-users/>

NEW QUESTION # 80

Select the features available in Genesys Cloud CX Architect. (Choose three.)

- A. Convert text to speech
- B. Play pre-recorded messages
- C. Configure queues
- D. Receive and route calls
- E. Create skills

Answer: A,B,D

Explanation:

Explanation

Genesys Cloud CX Architect is a feature that allows administrators to create and manage call flows for inbound and outbound voice interactions. Architect provides various actions and tasks that can be used to define the logic and behavior of call flows. Some of these features are playing pre-recorded messages, converting text to speech, receiving and routing calls, collecting user input, transferring calls, etc. References:

<https://help.mypurecloud.com/articles/about-architect/>

<https://help.mypurecloud.com/articles/architect-overview-of-call-flow-actions-and-tasks/>

NEW QUESTION # 81

What additional functionality does Communicate bring to Genesys Cloud CX?

- A. Directory capabilities, such as advanced search, profiles, and keyword searching.
- B. Unified communications features, such as telephony, unified messaging, voice conferencing, and auto-attendant.
- C. Call center features, such as ACD and scripting.
- D. Knowledge-based features, such as FAQs and communities.

Answer: C

NEW QUESTION # 82

The _____ for iOS leverages the form factor of iOS tablets to help supervisors, managers, and executives make faster, more effective managerial and operational decisions

- A. Genesys Cloud CX Task Manager
- B. Genesys Cloud CX Supervisor
- C. Genesys Cloud CX Social Media Analyzer
- D. Genesys Cloud CX Hub

Answer: B

Explanation:

The Genesys Cloud CX Supervisor app for iOS is specifically designed to leverage the form factor and capabilities of iOS tablets, providing supervisors, managers, and executives with a powerful tool to make faster and more effective managerial and operational decisions. This app offers a user-friendly interface and real-time data insights, enabling leaders to monitor agent performance, queue statistics, and other critical metrics on the go, thereby enhancing decision-making efficiency and responsiveness to changing operational needs.

NEW QUESTION # 83

Which of the following best defines the performance view for Queues?

- A. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.
- B. Used to monitor real-time contact center metrics.
- C. Used to view historical data only.
- D. Used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.

Answer: D

Explanation:

Reference:

The performance view for Queues is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents in Genesys Cloud CX Performance menu. The performance view for Queues is a view that shows various metrics and details related to queue performance and activities in Genesys Cloud CX. The performance view for Queues can help you measure and improve various aspects of your queue performance and activities, such as:

Service level

Abandon rate

Average speed of answer

Average handle time

Interaction volume

The performance view for Queues is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents because:

Real-time metrics are metrics that show the current data for agents, queues, skills, interactions, and flows. Real-time metrics are updated every 10 minutes in Genesys Cloud CX Performance menu. You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.

Historical metrics are metrics that show the past data for agents, queues, skills, interactions, and flows. Historical metrics are stored every 10 minutes in Genesys Cloud CX Performance menu. You can see the historical values of various metrics by using the date filter or the pre-set day filter.

Service level % is a metric that shows the percentage of interactions that were answered within a target time threshold during a specified period of time. Service level % can help you measure the quality and efficiency of your queue performance and activities. You can see the real-time and historical service level % of a queue in the performance view for Queues.

Abandon % is a metric that shows the percentage of interactions that were abandoned by the customer or caller before reaching an agent during a specified period of time. Abandon % can help you measure the quality and efficiency of your queue performance and activities. You can see the real-time and historical abandon % of a queue in the performance view for Queues.

Customers waiting is a metric that shows the number of customers or callers who are currently waiting in a queue to be connected to an agent. Customers waiting can help you measure the demand and capacity of your queue performance and activities. You can see the real-time customers waiting of a queue in the performance view for Queues.

Active agents is a metric that shows the number of agents who are currently logged in to Genesys Cloud CX and are available to handle interactions in a queue. Active agents can help you measure the availability and productivity of your queue performance and activities. You can see the real-time active agents of a queue in the performance view for Queues.

NEW QUESTION # 84

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