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The GCP-GCX exam is based on the latest version of Genesys Cloud CX and covers topics such as designing and configuring call flows, managing inbound and outbound interactions, creating and managing user accounts and groups, and configuring voice and chat channels. Additionally, the exam covers topics such as analytics and reporting, workforce management, and integrations with third-party applications. GCP-GCX Exam is designed to be comprehensive and challenging, and passing it requires a thorough understanding of Genesys Cloud CX solutions and their implementation. A GCP-GCX certification provides professionals with a competitive edge in the job market and demonstrates their expertise in the field of customer experience management.

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As the old saying goes, Rome was not built in a day. For many people, it's no panic passing the GCP-GCX exam in a short time. Luckily enough, as a professional company in the field of GCP-GCX practice questions, our products will revolutionize the issue. The GCP-GCX Study Materials that our professionals are compiling which contain the most accurate questions and answers will effectively solve the problems you may encounter in preparing for the GCP-GCX exam.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q72-Q77):

NEW QUESTION # 72

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

- A. True
- B. False

Answer: A

NEW QUESTION # 73

Policies automate repetitive quality management tasks.

Which of the following items could be defined as policies? (Choose three.)

- A. Automatically assign an evaluation for all calls over 5 minutes.
- B. Determine how long to retain recordings and whether to archive or delete them.
- C. Set up a schedule to run a daily report.
- D. Update the Do Not Call list with records that have the appropriate wrap-up code.
- E. Specify time sets as a matching criteria.

Answer: B,C,D

NEW QUESTION # 74

While Alex is monitoring queue reports, Sam deletes an inactive agent from the queue.

Will this affect the metrics that Alex is monitoring?

- A. Yes
- B. No

Answer: B

Explanation:

No, deleting an inactive agent from the queue will not affect the metrics that Alex is monitoring in queue reports in Genesys Cloud CX Performance menu. 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

Deleting an inactive agent from the queue will not affect the metrics that Alex is monitoring in queue 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 inactive agent is an agent who has not logged in to Genesys Cloud CX or has logged out. An inactive agent does not affect the metrics in queue reports because they do not contribute to various metrics and details related to queue performance and activities,

such as:

Offered count

Answered count

Abandoned count

Transfer count

NEW QUESTION # 75

You can add more than one outbound route to the contact center.

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

Answer: A

NEW QUESTION # 76

While Alex is monitoring queue reports, Sam deletes an inactive agent from the queue.

Will this affect the metrics that Alex is monitoring?

- A. Yes
- **B. No**

Answer: B

Explanation:

Explanation

No, deleting an inactive agent from the queue will not affect the metrics that Alex is monitoring in queue reports in Genesys Cloud CX Performance menu. 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

Deleting an inactive agent from the queue will not affect the metrics that Alex is monitoring in queue 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 inactive agent is an agent who has not logged in to Genesys Cloud CX or has logged out. An inactive agent does not affect the metrics in queue reports because they do not contribute to various metrics and details related to queue performance and activities, such as:

- * Offered count
- * Answered count
- * Abandoned count
- * Transfer count

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 # 77

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