

熱門的GCP-GCX考試資料和資格考試中的領先提供者和有效的GCP-GCX軟件版



BONUS!!! 免費下載NewDumps GCP-GCX考試題庫的完整版: <https://drive.google.com/open?id=18k-SQzKN2KroixsuVljdFFmAgTKZv3Up>

如果你正在尋找一個好的通過Genesys的GCP-GCX考試認證的學習網站，NewDumps是最好的選擇，NewDumps能給你帶來的將是掌握IT行業的尖端技能以及輕鬆通過Genesys的GCP-GCX考試認證，大家都知道這門考試是艱難的，想要通過它也不是機會渺小，但你可以適當的選擇適合自己的學習工具，選擇NewDumps Genesys的GCP-GCX考試題及答案，這個培訓資料不僅完整而且真實覆蓋面廣，它的測試題仿真度很高，這是通過眾多考試實踐得到的結果，如果你要通過Genesys的GCP-GCX考試，就選擇NewDumps，絕對沒錯。

Genesys是客戶體驗和聯繫中心解決方案的領先提供商。他們的產品和服務被全球公司用於改善客戶參與、提高效率 and 推動業務增長。Genesys Cloud CX Certified Professional-Consolidated (GCP-GCX) 考試旨在測試個人對Genesys Cloud CX平台的了解程度以及他們有效實施和管理該平台的能力。

>> GCP-GCX考試資料 <<

GCP-GCX考試資料: Genesys Cloud CX Certified Professional - Consolidated Exam考試, Genesys GCP-GCX—100% 免費

如果你仍然在努力獲得Genesys的GCP-GCX考試認證，我們NewDumps為你實現你的夢想，NewDumps Genesys的GCP-GCX考試培訓資料是品質最好的培訓資料，為你提供了一個好的學習平臺，問題是你如何準備這個考試，以確保你百分百成功，答案是非常簡單的，如果你有適當的時間學習，那就選擇我們NewDumps Genesys的GCP-GCX考試培訓資料，有了它，你將快樂輕鬆的準備考試。

為了準備 GCP-GCX 考試，考生應該對 Genesys Cloud CX 平台及其功能有著牢固的理解。他們還應該在實際環境中使用過這個平台。有多種培訓資源可供考生準備考試，包括在線課程、學習指南和練習考試。考生應該利用這些資源，確保他們完全準備好應對考試。

Genesys GCP-GCX考試包括60道多選題，限時90分鐘。該考試涵蓋廣泛的主題，包括呼叫路由、IVR、聊天、電子郵件、社交媒體、報告和分析。考生需要至少得分70%才能通過考試並獲得認證。GCP-GCX認證有效期為通過考試之日起兩年，之後考生需要更新他們的認證。

最新的 Genesys Cloud CX GCP-GCX 免費考試真題 (Q96-Q101):

問題 #96

Which of the following statements are true? (Choose three.)

- A. A queue report only counts interactions handled by an agent.
- B. An Abandon is an interaction that disconnects before an agent handles it.

- C. Reports once created cannot be configured.
- D. An agent-based report counts any interactions an agent worked with.
- E. Each report contains a predefined set of metrics.

答案： A,B,E

解題說明：

Explanation

A queue report only counts interactions that spent time in the queue, but an agent-based report counts any interactions an agent worked with, an Abandon is an interaction that disconnects before an agent handles it, and each report contains a predefined set of metrics are three true statements about reports in Genesys Cloud CX Performance menu. A report is a tool that allows you to view various metrics and details related to your contact center performance and activities in Genesys Cloud CX. A report can help you measure and improve various aspects of your contact center, such as:

- * Agent performance
- * Queue performance
- * Interaction quality
- * Customer satisfaction
- * Workforce management

Some true statements about reports are:

* 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 Abandon is an interaction that disconnects before an agent handles it. This means that the interaction was offered to a queue or an agent, but the customer or caller disconnected before reaching an agent. An Abandon can affect various metrics, such as:

- * Abandon Count
- * Abandon Rate
- * Service Level
- * Average Speed of Answer

* Each report contains a predefined set of metrics. This means that each report has a specific purpose and scope, and shows only the relevant metrics for that purpose and scope. You cannot add or remove metrics from a report, but you can set various parameters for reports, such as:

- * Which users or queues to include
- * Which media types to include
- * What date range to report on
- * When to run the report

Some false statements about reports are:

* Offered always equals Answered plus Abandoned plus Transfer. This is not always true, because some interactions may not be counted as Answered, Abandoned, or Transfer for various reasons, such as:

- * The interaction was transferred to voicemail after a timeout
- * The interaction was transferred to another queue or resource group
- * The interaction was handled by an IVR or a bot

* Reports once created cannot be configured. This is not true, because you can configure reports by editing or deleting them in Genesys Cloud CX Performance menu . You can also configure reports by changing various options , such as :

- * Report name
- * Report format
- * Report frequency
- * Report recipients

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/why-does-the-offered-metric-not-always-equal-the-answered-plus-abando>

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

問題 #97

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

- A. False
- B. True

答案： B

解題說明：

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.

問題 #98

Which of following file formats are available to export a report? (Choose three.)

- A. .pdf
- B. .docx
- C. .xlsx
- D. .xls
- E. .txt
- F. .doc

答案： A,D,F

問題 #99

Unused reports need to be disabled manually to prevent unnecessary load on the system.

- A. False
- B. True

答案： B

問題 #100

In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by:

- A. Creating a number-plan to identify premium-rate numbers.
- B. Specifying the premium-rate numbers you would like to restrict access to, while subscribing to Genesys Cloud CX.
- C. Configuring trunks to identify premium-rate numbers.
- D. Manually training users to prevent calling premium-rate numbers.

答案： C

問題 #101

.....

GCP-GCX软件版: <https://www.newdumpspdf.com/GCP-GCX-exam-new-dumps.html>

- GCP-GCX題庫最新資訊 □ GCP-GCX題庫最新資訊 □ GCP-GCX真題 □ [tw.fast2test.com]上的免費下載□ GCP-GCX □頁面立即打開GCP-GCX題庫分享
- GCP-GCX參考資料 □ GCP-GCX題庫最新資訊 □ GCP-GCX題庫最新資訊 □ 在▷ www.newdumpsdf.com◁網站下載免費□ GCP-GCX □題庫收集GCP-GCX認證資料
- 值得信賴的GCP-GCX考試資料和認證考試的領導者材料和無與倫比的GCP-GCX軟件版 □ 到（www.newdumpsdf.com）搜尋➡ GCP-GCX □以獲取免費下載考試資料GCP-GCX熱門考古題
- GCP-GCX考古題分享 □ GCP-GCX熱門考古題 □ GCP-GCX熱門考古題 □ 免費下載➤ GCP-GCX ◀只需在⇒ www.newdumpsdf.com⇐上搜索GCP-GCX熱門考題
- Pass-Sure GCP-GCX考試資料和資格考試中的領先供應商和奇妙的Genesys Genesys Cloud CX Certified Professional - Consolidated Exam □ 複製網址（tw.fast2test.com）打開並搜索▷ GCP-GCX ◁免費下載GCP-GCX測試引擎
- GCP-GCX考證 □ 最新GCP-GCX試題 □ GCP-GCX考試大綱 □ 免費下載➤ GCP-GCX □只需在[www.newdumpsdf.com]上搜索GCP-GCX考證
- GCP-GCX題庫分享 □ GCP-GCX參考資料 ☿ GCP-GCX考古題介紹 □ ▷ www.kaoguti.com◁是獲取《GCP-GCX》免費下載的最佳網站GCP-GCX熱門考古題
- GCP-GCX學習指南 □ GCP-GCX考古題分享 □ 最新GCP-GCX試題 □ 複製網址➡ www.newdumpsdf.com □打開並搜索☼ GCP-GCX □☼□免費下載GCP-GCX熱門考古題
- GCP-GCX考古題介紹 □ GCP-GCX考試大綱 ➡□ GCP-GCX考證 □ ✓ www.vcesoft.com □ ✓ □上搜索（GCP-GCX）輕鬆獲取免費下載GCP-GCX題庫分享
- GCP-GCX考古題分享 □ GCP-GCX熱門考古題 □ GCP-GCX證照指南 ➔ 進入✓ www.newdumpsdf.com □ ✓ □搜尋{ GCP-GCX }免費下載GCP-GCX考古題介紹
- 完美的GCP-GCX考試資料和資格考試的領導者和最新更新的Genesys Genesys Cloud CX Certified Professional - Consolidated Exam □ 到➡ www.kaoguti.com □搜索（GCP-GCX）輕鬆取得免費下載GCP-GCX考古題分享
- www.stes.tyc.edu.tw, www.stes.tyc.edu.tw, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, www.stes.tyc.edu.tw, www.stes.tyc.edu.tw, www.stes.tyc.edu.tw, www.stes.tyc.edu.tw, www.stes.tyc.edu.tw, www.stes.tyc.edu.tw, Disposable vapes

順便提一下，可以從雲存儲中下載NewDumps GCP-GCX考試題庫的完整版：<https://drive.google.com/open?id=18k-SQzKN2KroixsuVIjdFFmAgTKZv3Up>