GCP-GCX Exam Questions & GCP-GCX Study Materials & GCP-GCX Dumps Torrent

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As the talent competition increases in the labor market, it has become an accepted fact that the GCP-GCX certification has become an essential part for a lot of people, especial these people who are looking for a good job, because the certification can help more and more people receive the renewed attention from the leaders of many big companies. So it is very important for a lot of people to gain the GCP-GCX Certification. We must pay more attention to the certification and try our best to gain the GCP-GCX certification.

Genesys GCP-GCX certification exam is an essential certification for professionals in the contact center industry who work with the Genesys Cloud CX platform. GCP-GCX exam is designed to test the proficiency of professionals in the use of the platform's features and functionalities, and it covers various aspects of the Genesys Cloud CX platform. Candidates who pass the GCP-GCX certification exam can demonstrate their expertise in the platform, which can help them advance their careers and open up new opportunities in the contact center industry.

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.

Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Exam is designed to validate the skills and knowledge of professionals who are responsible for implementing and managing Genesys Cloud CX solutions. GCP-GCX exam covers a wide range of topics, including call routing, IVR design, reporting and analytics, and contact center management. By passing the GCP-GCX exam, professionals can demonstrate their ability to implement and manage Genesys Cloud CX solutions, which can help them advance their careers in the field of contact center technology.

>> GCP-GCX Test Cram Review <<

Valid Genesys GCP-GCX Exam Notes - Reliable GCP-GCX Test Pattern

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q77-Q82):

NEW QUESTION # 77
Which of the following statements defines a critical question in an Evaluation Form?

- A. Critical questions are used to prioritize questions that are critical to the success of an interaction. A separate critical score is calculated for critical questions.
- B. Critical questions are questions that the agent must answer.
- C. Critical questions are multiple choice questions that have a higher weightage than non-critical questions.
- D. If answered "No", critical questions will result in an evaluation score of zero for the interaction.

Answer: D

NEW QUESTION # 78
Which of following file formats are available to export a report? (Choose three.)

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

Answer: A,D,F

NEW QUESTION # 79
Which of the following Edge features provides client and server-side call matching?

- A. Call broker
- B. SIP proxy
- C. Media server
- D. SIP gateway

Answer: A

Explanation:
Explanation
Call broker is the Edge feature that provides client and server-side call matching. Call broker is a service that runs on the Edge device and manages call control and signaling for inbound and outbound calls. Call broker matches incoming calls with outgoing calls

based on various criteria, such as caller ID, DNIS, ANI, etc.
References: https://help.mypurecloud.com/articles/edge-device-overview/
https://help.mypurecloud.com/articles/call-broker/

NEW QUESTION # 80
_____ binds the numbering plan with the trunk.

- **A. Outbound route**
- B. Edge
- C. Inbound route
- D. Edge Group

Answer: A

Explanation:
Outbound route is what binds the numbering plan with the trunk in Genesys Cloud CX Telephony Admin menu. An outbound route
is a logical connection that allows voice communication from Genesys Cloud CX to an external system or network using a trunk. An
outbound route can have various options configured to define its behavior and performance, such as:
Numbering plan
Trunk
Classification
Priority
An outbound route binds the numbering plan with the trunk by specifying which numbering plan and which trunk to use for outgoing
calls based on the classification of the destination number. An outbound route can also specify the priority of the trunk to use when
multiple trunks are available for the same classification. Reference: https://help.mypurecloud.com/glossary/outbound-route/
https://help.mypurecloud.com/articles/add-an-outbound-route/

NEW QUESTION # 81
Genesys Cloud CX tracks metric statistics in _____ minute intervals.

- A. 0
- B. 1
- **C. 2**
- D. 3

Answer: C

Explanation:
Explanation
Genesys Cloud CX tracks metric statistics in 10 minute intervals. This means that Genesys Cloud CX collects and aggregates data
for various metrics every 10 minutes. This applies to both real-time and historical data.
For example:
* Real-time data: Genesys Cloud CX updates the dashboards and views with the latest data every 10 minutes. You can see the
current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.
* Historical data: Genesys Cloud CX stores the data for various metrics every 10 minutes. You can see the historical values of
various metrics, such as offered count, answered count, abandoned count, and transfer count.
Genesys Cloud CX tracks metric statistics in 10 minute intervals to provide consistent and accurate data for your contact center
performance and activities. You can use this data to measure and improve various aspects of your contact center, such as:
* Agent performance
* Queue performance
* Interaction quality
* Customer satisfaction
* Workforce management
References: https://help.mypurecloud.com/articles/how-reporting-works/
https://help.mypurecloud.com/articles/performance-dashboards-overview/
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NEW QUESTION # 82

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