

# Perfect Genesys - GCP-GCX Latest Dumps



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Genesys GCP-GCX certification is a professional certification for individuals who want to demonstrate their knowledge and expertise in Genesys Cloud CX. Genesys Cloud CX is a cloud-based customer experience platform that helps businesses engage with their customers across multiple channels, including voice, email, chat, and social media. It is designed to deliver exceptional customer experiences, improve agent productivity, and increase business efficiency.

## Genesys GCP-GCX Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Genesys Cloud: Contact Center Administration: This section of the exam measures skills of Contact Center Administrators and provides an essential overview of the Genesys Cloud Contact Center platform and its features. It requires candidates to be able to list the three levels of contact center licensing and to access and navigate the Genesys Cloud Collaborate environment for administrative tasks. It also relates to the core routing logic and supervisory functions.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Genesys Cloud: Reporting and Analytics:</li></ul>
Topic 3	<ul style="list-style-type: none"><li>This section of the exam measures skills of Contact Center Supervisors and focuses on monitoring, interpreting, and analyzing contact center data. It requires proficiency in using Performance Dashboards to monitor activity and the ability to understand and correctly interpret key data presented in various Dynamic Views. This includes queue views (Queues, My Queues Activity, Detail, and Performance Summary), Agent performance views, Skills performance views, and the detailed Interaction view.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>Genesys Cloud: Implementation: This section of the exam measures skills of Implementation Specialists and covers the foundational elements of the Genesys Cloud platform, including a description of its core features and contact center capabilities. Candidates must be able to identify the various licensing levels available and understand how to access the Genesys Cloud apps through both web and desktop interfaces. It also measures the skills of Implementation Specialists and focuses on setting up the organization's collaborative environment.</li></ul>

Genesys GCP-GCX Exam covers a wide range of topics related to the Genesys Cloud CX platform, including system configuration, deployment, administration, and troubleshooting. GCP-GCX exam is divided into multiple sections, each of which focuses on a specific aspect of the platform. Candidates are required to demonstrate their understanding of each section by answering a series of multiple-choice questions. GCP-GCX exam is rigorous and requires a thorough understanding of the platform, making it a valuable

credential for professionals who work with Genesys Cloud CX.

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### Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q111-Q116):

#### NEW QUESTION # 111

Carlos is an administrator who needs to extract data on a group of agents handling customer service calls and track their performance. These statistics allow him to estimate their average handling time. Which of the following options would help him perform his task?

- A. Directory
- **B. Workspaces**
- C. Documents
- D. Activity

**Answer: B**

Explanation:

Activity is an option that would help Carlos perform his task of extracting data on a group of agents handling customer service calls and tracking their performance. Activity is a feature that allows administrators and supervisors to view real-time and historical data on various aspects of Genesys Cloud CX operations, such as queues, agents, interactions, etc. Carlos can use Activity to access various dashboards and reports that show metrics related to agent performance and productivity. Reference:

<https://help.mypurecloud.com/articles/about-activity/> <https://help.mypurecloud.com/articles/view-agent-performance-dashboard/>

#### NEW QUESTION # 112

All of the following are components of the Communicate Architecture Fundamentals hierarchy. EXCEPT

- **A. Gateway**
- B. Edge Groups
- C. Edge
- D. Organization
- E. Sites

**Answer: A**

Explanation:

The Communicate Architecture Fundamentals within Genesys Cloud CX include various components that make up the infrastructure and operational hierarchy, such as Organization, Sites, Edge Groups, and Edges. However, "Gateway" is not a component of this hierarchy. Instead, the term might refer to external devices or services that connect different networks or protocols, which is not how Genesys Cloud CX structures its internal architecture.

### NEW QUESTION # 113

If the issue reporting email address is not set up in the Genesys Cloud CX system, any employee with an administrative role within the organization will receive the email.

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

**Answer: A**

### NEW QUESTION # 114

Which setting allows you create a place for each group in your organization to upload, organize, and share documents and files?

- A. Queues
- **B. Workspaces**
- C. Groups
- D. People

**Answer: B**

Explanation:

Workspaces is a setting that allows you create a place for each group in your organization to upload, organize, and share documents and files. Workspaces are secure storage areas that can be accessed only by members of the group. You can create workspaces for different purposes, such as projects, teams, departments, etc. Reference: <https://help.mypurecloud.com/articles/about-workspaces/>  
<https://help.mypurecloud.com/articles/create-a-workspace/>

### NEW QUESTION # 115

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

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

**Answer: A**

Explanation:

Explanation

You can add more than one outbound route to the contact center is a true statement. You can add multiple outbound routes to the contact center in Genesys Cloud CX Telephony Admin menu based on your needs and preferences. You can add different outbound routes for different classifications of destination numbers, such as local, long distance, international, etc. You can also add different outbound routes for different trunks or numbering plans that you want to use for outgoing calls. You can also add different outbound routes for different priorities or failover scenarios that you want to implement for outgoing calls. References:

<https://help.mypurecloud.com/articles/add-an-outbound-route/>

<https://help.mypurecloud.com/articles/outbound-routes-overview/>

### NEW QUESTION # 116

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