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Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is a comprehensive certification program designed to test and validate the skills and knowledge of professionals in the field of customer experience management. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam focuses on the use of the Genesys Cloud CX platform, which is a cloud-based customer experience management solution that enables businesses to deliver exceptional customer experiences across all channels and touchpoints.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q82-Q87):

NEW QUESTION # 82

Which of the following best defines the ACD evaluation method Best Available Skills?

- A. Looks for the first available agent and Ignores any skill requirements
- B. Evaluates the first 100 agents to find the agent with the highest average proficiency rating
- C. The average is calculated using the agent's proficiency rating for each of the requested skills
- D. A Matches the interaction to the first available agent who has all of the requested skills.

Answer: B

Explanation:

The Automatic Call Distribution (ACD) evaluation method "Best Available Skills" in Genesys Cloud CX is designed to optimize the matching of interactions to agents based on skill proficiency. This method evaluates the skill proficiency ratings of the first 100 available agents and selects the agent with the highest average proficiency rating across the required skills for the interaction. This approach ensures that the most qualified agent is chosen to handle the interaction, leading to improved customer satisfaction and more efficient resolution of inquiries.

NEW QUESTION # 83

You must define the phone configuration in Genesys Cloud CX to associate with a physical phone. What binds the phone's settings in Genesys Cloud CX to a physical phone?

- A. Base settings
- B. Phone model
- C. Hardware ID (MAC address)
- D. Phone name

Answer: A

Explanation:

The hardware ID (MAC address) is what binds the phone's settings in Genesys Cloud CX to a physical phone. A hardware ID is a unique identifier for each network device, such as a phone. You can define the phone configuration in Genesys Cloud CX by specifying various settings, such as phone name, phone model, base settings, line appearance, etc. However, to associate these settings with a physical phone, you need to enter the hardware ID of the phone in Genesys Cloud CX. Reference: <https://help.mypurecloud.com/articles/about-phones/> <https://help.mypurecloud.com/articles/add-a-phone/>

NEW QUESTION # 84

To assign extensions to users, you must first _____.

- A. Add the extension to the dial plan.
- B. Assign the extension to the user's phone.
- C. Buy the extension number from the carrier.
- D. Create a pool of extensions.

Answer: B

NEW QUESTION # 85

Which report displays the length of each session for one or more agents over a specified period of time?

- A. Agent Metrics Report
- B. Agent Quality Details Report
- C. Agent Login-Logout Details Report
- D. Agent Activity Summary Report

Answer: C

Explanation:

The Agent Login-Logout Details Report is the report that displays the length of each session for one or more agents over a specified period of time in Genesys Cloud CX Performance menu. The Agent Login-Logout Details Report is a report that shows the times when agents logged in and out and the duration of each login session during a range of hours that you specify within a day. The report displays the timestamps in the tenant's standard time zone. If an agent logs in to multiple DNs, the duration of the agent's overall login session, which is captured by the Active Time metric, begins with the first login event and ends with the last logout event. If the agent continues to be logged in over a two-day time span (or longer) and is not forcibly logged out by the system, login duration is split over each calendar day.

The Agent Login-Logout Details Report can help you measure and improve various aspects of your agent performance and activities, such as:

Availability

Productivity

Conduct

Satisfaction

You can view the Agent Login-Logout Details Report by selecting it from the Agents folder in Genesys Cloud CX Performance menu . You can also customize the report by setting various parameters, such as:

Pre-set Day Filter

Report Date

Agent Group

Agent

Media Type

NEW QUESTION # 86

Which platform component manages account configuration, directory search, user membership, phone call routing, and agent assignment?

- A. Public Interface Services
- B. Application Services
- C. Core Services
- D. Communication Services

Answer: C

Explanation:

Reference:

Core Services is the platform component that manages account configuration, directory search, user membership, phone call routing and agent assignment in Genesys Cloud CX. Core Services is a set of services that provide essential functionality and data for Genesys Cloud CX applications and integrations. Core Services include various features and functions, such as:

Account configuration

Directory search

User membership

Phone call routing

Agent assignment

Presence management

Notifications

Authentication

Authorization

Billing

Some other platform components of Genesys Cloud CX are Public Interface Services, Communication Services, Application Services, etc. Reference: <https://help.mypurecloud.com/articles/platform-overview/> <https://help.mypurecloud.com/articles/core-services-overview/>

NEW QUESTION # 87

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