

Genesys GCP-GCX New APP Simulations - Study GCP-GCX Reference



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The GCP-GCX certification exam covers multiple topics such as the Genesys Cloud CX architecture, routing, interaction flows, reporting, and analytics. GCP-GCX exam consists of 60 multiple-choice questions that must be answered within 90 minutes. GCP-GCX exam is available in English, Japanese, French, and German, and it is administered by Pearson VUE. Additionally, the exam can be taken online or in-person at one of the authorized testing centers.

The GCP-GCX certification is recognized globally and is highly valued by employers in the customer experience industry. Genesys Cloud CX Certified Professional - Consolidated Exam certification demonstrates the candidate's knowledge and expertise in Genesys Cloud CX, and it is a testament to their commitment to their profession. Genesys Cloud CX Certified Professional - Consolidated Exam certification also provides individuals with access to a global community of Genesys professionals who can provide support and guidance in their career growth.

Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is a comprehensive certification exam designed for professionals who want to demonstrate their knowledge and skills in using the Genesys Cloud CX platform. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam covers a wide range of topics related to Genesys Cloud CX, including call routing, interaction recording, and chatbot development. GCP-GCX exam is designed to test the candidate's understanding of the platform and their ability to use it effectively to provide excellent customer service.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample

Questions (Q82-Q87):

NEW QUESTION # 82

From the Interactions View, it is possible to access the details of only Inbound interactions.

- A. False
- B. True

Answer: B

NEW QUESTION # 83

Where can you view agent evaluation scores, evaluation activity, and calibration activity in real-time?

- A. Performance > Workspace > Dashboards
- B. Admin > Contact Center
- C. **Performance > Overview (Evaluations)**
- D. Admin > Quality

Answer: C

NEW QUESTION # 84

Under which container is Queue available?

- A. Contact Center
- **B. Routing**
- C. Telephony
- D. Integration

Answer: B

Explanation:

Queue is available under Routing container in Genesys Cloud CX Admin menu. Routing is a container that holds various features and functions related to routing interactions in Genesys Cloud CX, such as queues, flows, wrap-up codes, skills, etc. Administrators can access Routing by clicking Admin > Routing in Genesys Cloud CX window. Reference:

<https://help.mypurecloud.com/articles/routing-overview/> <https://help.mypurecloud.com/articles/admin-menu-overview/>

NEW QUESTION # 85

Files uploaded to the workspace can be shared with non-members of the Genesys Cloud CX organization.

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

Answer: B

Explanation:

Explanation

Files uploaded to the workspace cannot be shared with non-members of the Genesys Cloud CX organization.

The workspace is a secure place for each group in the organization to upload, organize, and share documents and files. Only members of the group can access the files in the workspace. References:

<https://help.mypurecloud.com/articles/about-workspaces/>

<https://help.mypurecloud.com/articles/add-files-to-a-workspace/>

NEW QUESTION # 86

Which of the following items need to be configured for an outbound campaign? (Choose three.)

- **A. Campaigns**

- B. Dialing Modes
- C. Agents
- D. Contact Lists
- E. Evaluation Forms

Answer: A,B,D

Explanation:

Explanation

Contact lists, campaigns, and dialing modes are three items that need to be configured for an outbound campaign in Genesys Cloud CX. An outbound campaign is a process that initiates outbound interactions to a list of contacts based on various settings and rules. To create an outbound campaign, you need to configure the following items:

* Contact lists are files that contain information about the contacts that you want to reach with your outbound campaign, such as name, phone number, email address, etc.

* Campaigns are entities that define various aspects of your outbound campaign, such as dialing mode, schedule, retry options, etc.

* Dialing modes are methods that determine how Genesys Cloud CX places outbound calls to contacts based on various factors, such as agent availability, contact priority, dialing rate, etc.

Some other items that need to be configured for an outbound campaign are scripts, flows, queues, etc.

References: <https://help.mypurecloud.com/articles/about-outbound-campaigns/>

<https://help.mypurecloud.com/articles/create-a-contact-list/>

<https://help.mypurecloud.com/articles/create-a-campaign/>

<https://help.mypurecloud.com/articles/dialing-modes-overview/>

NEW QUESTION # 87

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