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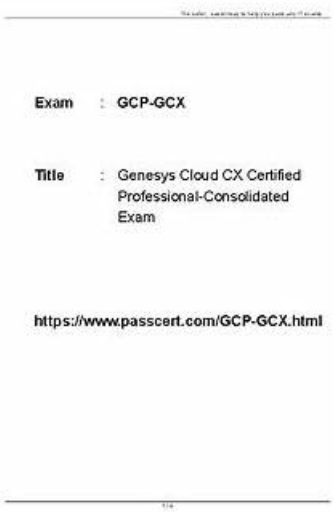

Exam : GCP-GCX

Title : Genesys Cloud CX Certified Professional-Consolidated Exam

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q61-Q66):

NEW QUESTION # 61
Which options can be configured when setting up a queue? (Choose two.)

- A. Utilization
- B. ACD Skills
- C. Wrap-up Codes
- D. Alerting Timeout
- E. Inbound Flows

Answer: A,C

Explanation:
Explanation
Wrap-up codes and utilization are two options that can be configured when setting up a queue. A queue is a logical grouping of agents who handle similar types of interactions, such as voice calls, chats, emails, etc. A queue can have various options configured to define its behavior and performance, such as:
* Wrap-up codes are labels that agents can assign to interactions after they complete them to indicate the outcome or reason for the interaction.
* Utilization is a percentage that indicates how much time an agent spends handling interactions versus being available for new interactions.
Some other options that can be configured when setting up a queue are routing method, service level target, maximum wait time, etc.
References: https://help.mypurecloud.com/articles/about-queues/
https://help.mypurecloud.com/articles/create-and-configure-queues/
https://help.mypurecloud.com/glossary/wrap-up-code/ https://help.mypurecloud.com/glossary/utilization/

NEW QUESTION # 62
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. Hardware ID (MAC address)
- B. Phone name
- C. Phone model
- D. Base settings

Answer: A

NEW QUESTION # 63
User Status Detail report includes specifics about queue activity such as interacting, idle, and not responding.

- A. True
- B. False

Answer: A

NEW QUESTION # 64
Which of the following reports display the number of interactions handled by an agent per day? (Choose two.)

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

Answer: B

Explanation:
The Agent Metrics Export Report and the Agent Metrics Report are two reports that display the number of interactions handled by an agent per day. These reports show various metrics related to agent performance and productivity, such as total interactions, average handle time, average talk time, average after call work time, etc. These reports can be filtered by date range, media type, queue, and agent. Reference: https://help.mypurecloud.com/articles/agent-metrics-export-report/ https://help.mypurecloud.com/articles/agent-metrics-report/

NEW QUESTION # 65
The Utilization feature of Genesys Cloud CX allows administrators to configure: (Choose two.)

- A. The maximum capacity that an agent may handle simultaneously for each supported media type.
- B. Time that an agent may spend on each media type.
- C. Media types that can interrupt current interactions that an agent is handling.
- D. The after call work time for each media type.

Answer: A,C

NEW QUESTION # 66
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