

# Genesys GCP-GCX測試 & GCP-GCX學習資料



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為了讓生活過得更加美好，參加 GCP-GCX 認證考試獲取 Genesys 認證是每位選擇IT行業的工作人員必經之路。只有獲取了公司要求的這張證書既可獲得加薪和升遷的機會。Genesys 的 GCP-GCX 考試認證的練習題及答可以幫助我們快捷方便的通往成功的道路，而且享受保障政策，已經有很多IT人士在行動了，就在 Testpdf 的 GCP-GCX 考試培訓資料，不容錯過。

為了準備 GCP-GCX 考試，考生應該對 Genesys Cloud CX 平台及其功能有著牢固的理解。他們還應該在實際環境中使用過這個平台。有多種培訓資源可供考生準備考試，包括在線課程、學習指南和練習考試。考生應該利用這些資源，確保他們完全準備好應對考試。

Genesys Cloud CX平台是一個全面的基於雲的聯繫中心解決方案，可讓企業提供卓越的客戶體驗。該平台提供一系列功能和功能，例如語音、電子郵件、聊天和社交媒體渠道，以及勞動力優化、分析和報告功能。GCP-GCX認證考試旨在測試專業人士在使用這些功能和功能方面的熟練程度。

Genesys GCP-GCX認證是與Genesys Cloud CX合作的個人的重要認證。它展示了一個人在Genesys Cloud CX中的知識和技能，這是提供卓越客戶體驗的關鍵組成部分。該認證得到了Genesys和該行業的認可，使其成為希望促進職業生涯的個人的寶貴資產。

>> Genesys GCP-GCX測試 <<

## 真實的GCP-GCX測試&準確的Genesys認證培訓 - 有效的Genesys Genesys Cloud CX Certified Professional - Consolidated Exam

你是其中之一嗎，你是否還在擔心和困惑的各種材料和花哨的培訓課程考試嗎？Testpdf是你正確的選擇，因為我們可以為你提供全面的考試資料，包括問題及答案，也是最精確的解釋，所有這些將幫助你掌握更好的知識，我們有信心你將通過Testpdf的Genesys的GCP-GCX考試認證，這也是我們對所有客戶提供的保障。

### 最新的 Genesys Cloud CX GCP-GCX 免費考試真題 (Q89-Q94):

#### 問題 #89

Instant messaging costs are significantly less than long-distance phone conversations.

- A. False
- B. True

答案：B

### 問題 #90

Currently, you manage all agents' schedules using a spreadsheet. This shows when each agent is working, when they are on breaks, and when they have meetings or other events that take them away from the queue.

You would like to manage these in an easier and more automated way.

Which Genesys Cloud CX contact center feature can you use to replace and automate the spreadsheet schedule?

- A. Genesys Cloud CX API
- B. Genesys Cloud CX Reporting and Analytics
- **C. Genesys Cloud CX Workforce Management**
- D. Genesys Cloud CX Architect

答案: C

### 問題 #91

Where can you add preconfigured settings to the phones?

- **A. Admin > Telephone > Phone Management > Base Settings**
- B. Admin > Telephone > Phone Management > Calls
- C. Admin > Telephone > Phone Management > Phones

答案: A

解題說明:

Explanation

Admin > Telephone > Phone Management > Base Settings is where you can add preconfigured settings to the phones in Genesys Cloud CX Telephony Admin menu. Base settings are sets of configuration options that apply to one or more phones in Genesys Cloud CX. Base settings can include various options, such as:

- \* Phone model
- \* Firmware version
- \* Line keys
- \* Soft keys
- \* Feature keys

You can add base settings to the phones by creating and assigning base settings profiles in Genesys Cloud CX Telephony Admin menu. Base settings profiles are templates that contain one or more base settings that apply to a group of phones based on their model or firmware version. References:

<https://help.mypurecloud.com/articles/base-settings-overview/>

<https://help.mypurecloud.com/articles/create-a-base-settings-profile/>

### 問題 #92

Which Genesys Cloud CX feature helps reduce wait time for each call?

- A. Skill-based Routing
- **B. Automatic Call Distribution**
- C. IVR
- D. Workforce Management

答案: B

### 問題 #93

The license used by a user is determined by the permissions enabled in the roles assigned to that user.

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

答案: B

