

# GCP-GCX Exam Outline & Free Download Braindumps

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### Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q100-Q105):

#### NEW QUESTION # 100

Which Genesys Cloud CX feature presents caller info to an agent and allows the user to update or collect the information?

- A. Dialog boxes
- B. Toast pop-ups
- C. Scripts
- D. IVR prompts

Answer: C

Explanation:

Explanation

Scripts are Genesys Cloud CX features that present caller info to an agent and allow the user to update or collect the information. Scripts are predefined sets of questions or instructions that guide agents through interactions with customers. Scripts can display customer information from various sources, such as data actions or data dips, and allow agents to enter or update information during or after an interaction. References:

<https://help.mypurecloud.com/glossary/script/> <https://help.mypurecloud.com/articles/about-scripts/>

#### NEW QUESTION # 101

If you have not configured an email address to report issues to, Genesys Cloud CX:

- A. Does not route the emails to any email address.
- B. Collects such emails and stores it until an email address to report issues is configured.
- C. Automatically creates an email address and routes all such emails to this address.
- D. Sends the emails to anyone who has the admin role assigned in your organization.

Answer: B

#### NEW QUESTION # 102

\_\_\_\_\_ binds the numbering plan with the trunk.

- A. Edge
- B. Edge Group
- C. Inbound route
- D. Outbound route

Answer: D

Explanation:

Explanation

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Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is a comprehensive exam aimed at testing the proficiency of professionals in Genesys Cloud CX, a cloud-based customer experience solution. GCP-GCX exam is designed to evaluate the expertise of professionals in deploying, configuring, and troubleshooting Genesys Cloud CX solutions. Genesys Cloud CX Certified Professional - Consolidated Exam certification is globally recognized and provides an excellent opportunity for professionals to showcase their skills and knowledge in the customer experience domain.

Genesys GCP-GCX Certification Exam is a consolidated exam that combines the content from the Genesys Cloud Certified Professional, Genesys Cloud Certified Associate, and Genesys Cloud Certified Specialist exams. This consolidated exam provides a comprehensive assessment of the candidate's knowledge and skills in all aspects of Genesys Cloud CX. GCP-GCX Exam consists of 60 multiple-choice questions and must be completed within 90 minutes. Candidates must achieve a score of 70% or higher to

pass the exam and earn the Genesys GCP-GCX certification. Genesys Cloud CX Certified Professional - Consolidated Exam certification is valid for two years and can be renewed by passing a recertification exam or by earning credits through Genesys Cloud CX training courses.

Genesys GCP-GCX certification exam is designed to validate the proficiency of professionals in the Genesys Cloud CX environment. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam tests the knowledge and skills of individuals in various areas such as call routing, reporting, analytics, and integrations. GCP-GCX exam is an essential tool for professionals who want to demonstrate their expertise in Genesys Cloud CX and enhance their career prospects.

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### Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q106-Q111):

#### NEW QUESTION # 106

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 Report
- C. Agent Metrics Export Report
- D. Agent Quality Details Report

**Answer: C**

Explanation:

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. References:

<https://help.mypurecloud.com/articles/agent-metrics-export-report/>

<https://help.mypurecloud.com/articles/agent-metrics-report/>

#### NEW QUESTION # 107

Select the features available in Genesys Cloud CX Architect. (Choose three.)

- A. Configure queues
- B. Create skills
- C. Play pre-recorded messages
- D. Convert text to speech
- E. Receive and route calls

**Answer: A,B,E**

#### NEW QUESTION # 108

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

**Answer: D**

Explanation:

Genesys Cloud CX Workforce Management is a feature that can replace and automate the spreadsheet schedule. Workforce Management is a system that helps contact center managers and supervisors plan and optimize agent schedules based on various factors, such as forecasted workload, agent availability, skills, preferences, etc. Workforce Management can also track and monitor agent adherence and performance in real time and provide reports and analytics on various metrics. Reference: <https://help.mypurecloud.com/articles/about-workforce-management/> <https://help.mypurecloud.com/articles/workforce-management-overview/>

### NEW QUESTION # 109

Policies automate repetitive quality management tasks.

Which of the following items could be defined as policies? (Choose three.)

- **A. Update the Do Not Call list with records that have the appropriate wrap-up code.**
- B. Set up a schedule to run a daily report.
- C. Specify time sets as a matching criteria.
- **D. Determine how long to retain recordings and whether to archive or delete them.**
- **E. Automatically assign an evaluation for all calls over 5 minutes.**

**Answer: A,D,E**

Explanation:

Update the Do Not Call list with records that have the appropriate wrap-up code, automatically assign an evaluation for all calls over 5 minutes, and determine how long to retain recordings and whether to archive or delete them are three items that could be defined as policies in Genesys Cloud CX Quality Management. Policies are rules that automate repetitive quality management tasks based on various criteria and conditions. Policies can help contact center managers and supervisors streamline their quality management processes and ensure compliance with best practices and regulations. Reference: <https://help.mypurecloud.com/articles/about-policies/> <https://help.mypurecloud.com/articles/create-a-policy/>

### NEW QUESTION # 110

Where are Genesys Cloud CX call recordings stored by default?

- A. Edges
- B. AWS Cloud
- C. Web Service
- **D. Cloud**

**Answer: D**

### NEW QUESTION # 111

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