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Genesys GCP-GCX Exam is an ideal certification for professionals who work with the Genesys Cloud CX platform, including customer experience managers, contact center supervisors, and IT professionals. Genesys Cloud CX Certified Professional - Consolidated Exam certification program is designed to help individuals validate their skills and knowledge, and to provide them with the necessary credentials to advance their careers in the field.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q12-Q17):

NEW QUESTION # 12

Which view helps supervisors analyze performance issues with a specific skill in one or more queues?

- A. Agents
- B. Interactions
- C. Skills Performance
- D. Queues Activity

Answer: C

NEW QUESTION # 13

The _____ for iOS leverages the form factor of iOS tablets to help supervisors, managers, and executives make faster, more effective managerial and operational decisions

- A. Genesys Cloud CX Hub
- B. Genesys Cloud CX Supervisor
- C. Genesys Cloud CX Social Media Analyzer
- D. Genesys Cloud CX Task Manager

Answer: B

Explanation:

The Genesys Cloud CX Supervisor app for iOS is specifically designed to leverage the form factor and capabilities of iOS tablets, providing supervisors, managers, and executives with a powerful tool to make faster and more effective managerial and operational decisions. This app offers a user-friendly interface and real-time data insights, enabling leaders to monitor agent performance, queue statistics, and other critical metrics on the go, thereby enhancing decision-making efficiency and responsiveness to changing operational needs.

NEW QUESTION # 14

A dynamic report on Genesys Cloud CX is a customizable report that allows the user to select the data and metrics that they want to include in the report and how it is presented

- A. False
- B. True

Answer: B

Explanation:

Dynamic reports in Genesys Cloud CX are indeed customizable, allowing users to select the specific data and metrics they wish to include in the report and to determine how this information is presented. This feature provides flexibility and personalization in reporting, enabling users to focus on the information that is most relevant to their roles and objectives, thereby enhancing the analysis and decision-making process.

NEW QUESTION # 15

A user who is freshly added to Genesys Cloud CX realizes that there is no phone call icon on the left pane, preventing the user from making or receiving calls.

What is the most likely reason for this?

- A. The phone number is being used by a different user.

- B. The user's phone is unplugged.
- C. The user may have deleted the icon.
- D. The user is not assigned the appropriate role.

Answer: D

Explanation:

Explanation

The most likely reason for a user not seeing the phone call icon on the left pane is that the user is not assigned the appropriate role. A role is a collection of permissions that define what a user can do or see in Genesys Cloud CX. A permission is a granular setting that controls access to a specific feature or function. To make or receive calls in Genesys Cloud CX, a user needs to have certain permissions assigned to their role, such as Telephony > Plugin > All and Telephony > Call > Control > All. If a user does not have these permissions, they will not see the phone call icon on the left pane and will not be able to use telephony features. References:

<https://help.mypurecloud.com/articles/about-roles-and-permissions/>

<https://help.mypurecloud.com/articles/assign-roles-to-a-user/>

<https://help.mypurecloud.com/articles/make-a-phone-call/>

NEW QUESTION # 16

If you have not created any additional templates, you will have several default template options when creating a new script. These default templates are: (Choose four.)

- A. Blank Script
- B. Sales Script Template
- C. Default Inbound Script
- D. Collection Script Template
- E. Default Outbound Script
- F. Default Callback Script

Answer: A,B,C,D

NEW QUESTION # 17

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We now live in a world which needs the talents who can combine the practical abilities and knowledge to apply their knowledge into the practical working conditions. To prove that you are that kind of talents you must boost some authorized and useful certificate and the test GCP-GCX certificate is one kind of these certificate. Passing the test GCP-GCX Certification can prove you are that kind of talents and help you find a good job with high pay and if you buy our GCP-GCX guide torrent you will pass the GCP-GCX exam successfully. And our pass rate of GCP-GCX exam prep is high as 99% to 100%.

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