

# Valid Dumps GCP-GCX Files | Clear GCP-GCX Exam



BONUS!!! Download part of Prep4pass GCP-GCX dumps for free: <https://drive.google.com/open?id=1fvy1CJ71AP7i85hMnVUEUCXtRGUF1WIw>

Getting the Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) certification will highly expand your expertise. To achieve the GCP-GCX certification you need to prepare well. GCP-GCX exam dumps are a great way to assess your skills and abilities. GCP-GCX Questions can help you identify your strengths and weaknesses and better understand what you're good at. You should take a GCP-GCX Practice Exam to prepare for the Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) certification exam. With GCP-GCX exam preparation software, you can practice your skills and improve your performance.

Genesys GCP-GCX Exam covers a wide range of topics, including the basics of the Genesys Cloud CX platform, its architecture, and its various functionalities. GCP-GCX exam also tests the individual's knowledge of key concepts such as customer journey management, omnichannel strategies, and contact center analytics. Additionally, the exam assesses the individual's ability to apply this knowledge in practical scenarios.

Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Exam is a certification program designed to assess the skills of professionals in the Genesys Cloud CX platform. Genesys Cloud CX Certified Professional - Consolidated Exam certification is essential for professionals who want to demonstrate their knowledge and expertise with this platform, and it is a valuable asset for anyone seeking to advance their career in the field of customer experience.

>> Valid Dumps GCP-GCX Files <<

## Clear GCP-GCX Exam, GCP-GCX Authorized Pdf

Success in the GCP-GCX test of the Genesys GCP-GCX credential is essential in today's industry to verify the skills and get well-paying jobs in reputed firms around the whole globe. Earning the Genesys Cloud CX Certified Professional - Consolidated Exam GCP-GCX Certification sharpens your skills and helps you to accelerate your career in today's cut throat competition in the Genesys industry. It is not easy to clear the GCP-GCX exam on the maiden attempt.

## Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q136-Q141):

### NEW QUESTION # 136

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

Answer: C

### NEW QUESTION # 137

Where can you add preconfigured settings to the phones?

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

**Answer: C**

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

### NEW QUESTION # 138

You have just added 53 employees to Genesys Cloud CX, and one of them, John Camper, has emailed to inform you that he did not receive the invitation email.

Which of the following options is the best way to move forward if you want John to be able to use the features and functions of Genesys Cloud CX?

- A. Submit a ticket to Genesys Cloud CX support.
- B. Add John to Genesys Cloud CX again so that a new invitation will be generated.
- C. Tell John to be patient and wait for the email to arrive.
- D. Resend the invite.

**Answer: D**

### NEW QUESTION # 139

Which of the following best defines the performance view for Agents?

- A. Used to monitor real-time contact center metrics.
- B. Used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.
- C. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.
- D. Used to view historical data only.

**Answer: C**

Explanation:

Explanation

The performance view for Agents is used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW in Genesys Cloud CX Performance menu. The performance view for Agents is a view that shows various metrics and details related to agent performance and activities in Genesys Cloud CX. The performance view for Agents can help you measure and improve various aspects of your agent performance and activities, such as:

- \* Availability
- \* Productivity
- \* Quality
- \* Conduct
- \* Satisfaction

The performance view for Agents is used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW because:

\* Real-time metrics are metrics that show the current data for agents, queues, skills, interactions, and flows. Real-time metrics are updated every 10 minutes in Genesys Cloud CX Performance menu . You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.

\* Status is a metric that shows the current state of an agent in Genesys Cloud CX. Status can indicate whether an agent is available to handle interactions, busy with an interaction, or away from their workstation. Status can also indicate the reason why an agent is away or busy. You can see the current status of an agent in the performance view for Agents.

\* Time in status is a metric that shows the amount of time (HH:MM:SS) that an agent has spent in their current status. Time in status can help you measure the availability and productivity of an agent. You can see the current time in status of an agent in the performance view for Agents.

\* Calls answered is a metric that shows the number of calls that an agent has answered during a specified period of time. Calls answered can help you measure the productivity and quality of an agent. You can see the current calls answered by an agent in the performance view for Agents.

\* Average talk time is a metric that shows the average amount of time (HH:MM:SS) that an agent has spent talking with customers during a specified period of time. Average talk time can help you measure the productivity and quality of an agent. You can see the current average talk time of an agent in the performance view for Agents.

\* Average ACW is a metric that shows the average amount of time (HH:MM:SS) that an agent has spent performing after-call work (ACW) during a specified period of time. ACW is the work that an agent does after completing an interaction, such as updating records or sending emails. Average ACW can help you measure the productivity and quality of an agent. You can see the current average ACW of an agent in the performance view for Agents.

References: <https://help.mypurecloud.com/articles/performance-dashboards-overview/>

<https://help.mypurecloud.com/articles/agents-performance-views-overview/>

<https://help.mypurecloud.com/articles/agent-status-overview/>

#### NEW QUESTION # 140

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

**Answer: D**

Explanation:

The hardware ID (MAC address) is what binds the phone's settings in Genesys Cloud CX to a physical phone. A hardware ID is a unique identifier for each network device, such as a phone. You can define the phone configuration in Genesys Cloud CX by specifying various settings, such as phone name, phone model, base settings, line appearance, etc. However, to associate these settings with a physical phone, you need to enter the hardware ID of the phone in Genesys Cloud CX. Reference:

<https://help.mypurecloud.com/articles/about-phones/> <https://help.mypurecloud.com/articles/add-a-phone/>

#### NEW QUESTION # 141

.....

For the convenience of the users, the GCP-GCX test materials will be updated on the homepage and timely update the information related to the qualification examination. Annual qualification examination, although content broadly may be the same, but as the policy of each year, the corresponding examination pattern grading standards and hot spots will be changed, as a result, the GCP-GCX Test Prep can help users to spend the least time, you can know the test information directly what you care about on the learning platform that provided by us, let users save time and used their time in learning the new hot spot concerning about the knowledge content.

**Clear GCP-GCX Exam:** [https://www.prep4pass.com/GCP-GCX\\_exam-braindumps.html](https://www.prep4pass.com/GCP-GCX_exam-braindumps.html)

- New GCP-GCX Test Duration  Dumps GCP-GCX Download  GCP-GCX New Braindumps Pdf  Search for  GCP-GCX  and download it for free on 「 [www.prepawaypdf.com](http://www.prepawaypdf.com) 」 website  GCP-GCX Sample Questions Pdf
- 2026 Genesys Latest GCP-GCX: Valid Dumps Genesys Cloud CX Certified Professional - Consolidated Exam Files  Open  [www.pdfvce.com](http://www.pdfvce.com)  enter 「 GCP-GCX 」 and obtain a free download  GCP-GCX Latest Dumps Sheet

