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Genesys GCP-GCX Certification has great effect in this field and may affect your career even future. Genesys Cloud CX Certified Professional - Consolidated Exam real questions files are professional and high passing rate so that users can pass the exam at the first attempt. High quality and pass rate make us famous and growing faster and faster.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q117-Q122):

NEW QUESTION # 117
Which of the following statements are true? (Choose three.)

- A. An agent-based report counts any interactions an agent worked with.
- B. A queue report only counts interactions handled by an agent.
- C. Each report contains a predefined set of metrics.
- D. An Abandon is an interaction that disconnects before an agent handles it.
- E. Reports once created cannot be configured.

Answer: B,C,D

Explanation:
Explanation
A queue report only counts interactions that spent time in the queue, but an agent-based report counts any interactions an agent worked with, an Abandon is an interaction that disconnects before an agent handles it, and each report contains a predefined set of metrics are three true statements about reports in Genesys Cloud CX Performance menu. A report is a tool that allows you to view various metrics and details related to your contact center performance and activities in Genesys Cloud CX. A report can help you measure and improve various aspects of your contact center, such as:
* Agent performance
* Queue performance
* Interaction quality
* Customer satisfaction
* Workforce management
Some true statements about reports are:
* A queue report only counts interactions that spent time in the queue, but an agent-based report counts any interactions an agent worked with. This means that the totals in a queue report and an agent-based report may not match exactly, even if they include the same agents or queues. This is because a queue is a stand-alone entity from the perspective of Genesys Cloud CX reports, and queue metrics and agent metrics can differ for various reasons, such as:
* An interaction spends time in multiple queues
* An interaction abandons before an agent handles it
* An agent is a member of more than one queue
* An Abandon is an interaction that disconnects before an agent handles it. This means that the interaction
* was offered to a queue or an agent, but the customer or caller disconnected before reaching an agent. An Abandon can affect various metrics, such as:
* Abandon Count
* Abandon Rate
* Service Level
* Average Speed of Answer
* Each report contains a predefined set of metrics. This means that each report has a specific purpose and scope, and shows only the relevant metrics for that purpose and scope. You cannot add or remove metrics from a report, but you can set various parameters for reports, such as:
* Which users or queues to include
* Which media types to include
* What date range to report on
* When to run the report
Some false statements about reports are:
* Offered always equals Answered plus Abandoned plus Transfer. This is not always true, because some interactions may not be counted as Answered, Abandoned, or Transfer for various reasons, such as:
* The interaction was transferred to voicemail after a timeout
* The interaction was transferred to another queue or resource group
* The interaction was handled by an IVR or a bot
* Reports once created cannot be configured. This is not true, because you can configure reports by editing or deleting them in Genesys Cloud CX Performance menu . You can also configure reports by changing various options , such as :
* Report name
* Report format
* Report frequency
* Report recipients
References: https://help.mypurecloud.com/articles/reports-overview/
https://help.mypurecloud.com/articles/queue-report-and-agent-report-totals-differ-by-design/
https://help.mypurecloud.com/articles/why-does-the-offered-metric-not-always-equal-the-answered-plus-abando
https://help.mypurecloud.com/articles/edit-a-report/

NEW QUESTION # 118
User Status Detail report includes specifics about queue activity such as interacting, idle, and not responding.

- A. False
- B. True

Answer: B

NEW QUESTION # 119
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 name
- B. Hardware ID (MAC address)
- C. Phone model
- 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 # 120
Genesys Cloud CX tracks metric statistics in _____ minute intervals.

- A. 0
- B. 1
- C. 2
- D. 3

Answer: C

Explanation:
Genesys Cloud CX tracks metric statistics in 10 minute intervals. This means that Genesys Cloud CX collects and aggregates data for various metrics every 10 minutes. This applies to both real-time and historical data. For example:
Real-time data: Genesys Cloud CX updates the dashboards and views with the latest data every 10 minutes. You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.
Historical data: Genesys Cloud CX stores the data for various metrics every 10 minutes. You can see the historical values of various metrics, such as offered count, answered count, abandoned count, and transfer count.
Genesys Cloud CX tracks metric statistics in 10 minute intervals to provide consistent and accurate data for your contact center performance and activities. You can use this data to measure and improve various aspects of your contact center, such as:
Agent performance
Queue performance
Interaction quality
Customer satisfaction
Workforce management

NEW QUESTION # 121
Which of the following entities is used to ensure that people within your organization have the rights and permissions that they need within Genesys Cloud CX?

- A. Workgroups

- B. Groups
- C. Rooms
- D. Roles

Answer: D

Explanation:
Explanation
Roles are used to define the permissions and access levels for users within Genesys Cloud CX. Roles can be assigned to users individually or through groups. Roles determine what features and functions users can access and what they can do within those features. References: https://help.mypurecloud.com/articles/about-roles/
https://help.mypurecloud.com/articles/add-roles-to-a-user/

NEW QUESTION # 122

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