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Genesys GCP-GCX certification exam is a valuable credential for professionals in the field of customer experience management. It demonstrates the candidate's expertise in Genesys Cloud CX and their ability to design, implement, and manage customer experience solutions. By passing GCP-GCX Exam, professionals can differentiate themselves in the job market and enhance their career opportunities.

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Genesys GCP-GCX certification exam is designed to test the knowledge and skills of professionals who work with Genesys Cloud CX technology. Genesys Cloud CX Certified Professional - Consolidated Exam certification is aimed at individuals who want to demonstrate their expertise in this field and are looking to advance their careers in the contact center industry. GCP-GCX exam covers a range of topics related to Genesys Cloud CX, including administration, configuration, and troubleshooting.

Genesys GCP-GCX Exam is a certification exam that tests the knowledge and skills of individuals who wish to become certified in the Genesys Cloud CX platform. GCP-GCX Exam covers a wide range of topics related to the platform, and is designed to be challenging and comprehensive. Genesys Cloud CX Certified Professional - Consolidated Exam certification is highly regarded by employers and can help individuals advance their careers in the contact center industry, while also providing a valuable asset for organizations that use the platform.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q20-Q25):

NEW QUESTION # 20

Which of the following add-on options are provided in Genesys Cloud CX? (Choose three.)

- **A. Human Capital Management**
- **B. Digital**
- **C. Workforce Engagement**
- D. AI
- E. VR

Answer: A,B,C

NEW QUESTION # 21

Select all available options for adding widgets to a performance dashboard. (Choose four.)

- **A. Metric**
- B. Interaction
- **C. Text**
- D. Agent Status
- **E. Chart**
- **F. Grid**

Answer: A,C,E,F

Explanation:

Grid, Text, Metric, and Chart are four available options for adding widgets to a performance dashboard. A widget is a component that displays data in a specific format on a performance dashboard. You can add different types of widgets to customize your dashboard and show the data that you need. The other available options for adding widgets are Agent Status and Web Content.

Reference: <https://help.mypurecloud.com/articles/add-widgets-to-a-performance-dashboard/>

<https://help.mypurecloud.com/articles/widget-types/>

NEW QUESTION # 22

Which of the following statements is NOT true regarding Management Units?

- **A. A maximum of 100 agents can be added to a single Management Unit.**
- B. Management Units partition agents and interactions into logical groups.
- C. Agents that handle the same set of interactions should belong to the same management unit.
- D. They help you create, manage, and view schedules for a group.

Answer: A

NEW QUESTION # 23

Jenny is monitoring five queues in real-time. She identifies one of the queues' Service Level percentage to be below the threshold level.

Which of the following will help her view specific information about the queue in real-time?

- A. My Queues Activity
- **B. Queue Performance**
- C. Performance Dashboard
- D. Queues Activity

Answer: B

Explanation:

Explanation

Queue Performance is a view that can help Jenny view specific information about a queue in real-time. This view shows various metrics and details related to a queue's performance and service level, such as interactions waiting, interactions interacting, longest waiting time, average speed of answer, etc. Jenny can select a queue from the list and see its current statistics in a graphical or tabular format. References:

<https://help.mypurecloud.com/articles/queue-performance-view/>

<https://help.mypurecloud.com/articles/select-a-queue/>

NEW QUESTION # 24

What is the maximum limit for creating performance dashboards for private users?

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

Answer: A

NEW QUESTION # 25

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