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Genesys Cloud CX platform is a cloud-based customer experience management solution that offers a wide range of features and capabilities for businesses to manage their customer interactions. The platform enables businesses to provide personalized and efficient customer service across all communication channels, including voice, email, chat, and social media. The GCP-GCX certification exam is designed to ensure that professionals have the skills and knowledge required to implement and manage these features effectively.

Earning the GCP-GCX certification can bring several benefits to professionals, including increased marketability and credibility in the job market. It also provides an opportunity for professionals to enhance their skills and knowledge in customer experience management, which can help them deliver better results for their organizations. Additionally, the certification is recognized globally, making it a valuable credential for professionals who work with Genesys Cloud CX solutions in different countries and regions.

Genesys GCP-GCX Exam is designed for professionals working in the customer experience industry. Genesys Cloud CX Certified Professional - Consolidated Exam certification validates the skills and knowledge of candidates on the Genesys Cloud CX platform. GCP-GCX exam is intended for individuals who are responsible for the implementation, administration, and maintenance of the Genesys Cloud CX platform.

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Once you decide to pass the Genesys Cloud CX Certified Professional - Consolidated Exam exam and get the certification, you may encounter many handicaps that you don't know how to deal with, so, you may think that it is difficult to pass the exam and get the certification. In order to help you solve these problem and help you pass the exam easy, we complied such a GCP-GCX exam torrent. We can promise that you will have no regret buying our Genesys Cloud CX Certified Professional - Consolidated Exam exam dumps. If you are hesitating to buy our GCP-GCX Test Quiz, if you are anxious about whether our product is suitable for you or not, we think you can download the trail version. We believe our Genesys Cloud CX Certified Professional - Consolidated Exam exam dumps will help you make progress and improve yourself.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q115-Q120):

NEW QUESTION # 115
What do a Service Level of 80 and a Service Level Target of 20 for Voice interactions mean?

- A. 20 chats and calls must be answered in 80 seconds.
- B. 80 calls must be answered every 20 seconds.
- C. 80% of agents must answer calls within 20 seconds.
- D. 80% of calls must be answered within 20 seconds.

Answer: D

Explanation:
A service level of 80 and a service level target of 20 for voice interactions mean that 80% of calls must be answered within 20 seconds. Service level is a metric that measures how well a contact center meets its customer service goals. Service level is calculated by dividing the number of interactions answered within a specified time threshold (service level target) by the total number of interactions offered in a given period. For example, if a contact center receives 100 calls in an hour and answers 80 calls within 20 seconds, then its service level is 80/100 = 0.8 or 80%. Reference: https://help.mypurecloud.com/glossary/service-level/ https://help.mypurecloud.com/articles/queue-performance-summary-report/

NEW QUESTION # 116
Genesys Cloud CX Voice is _____.

- A. A third-party service that provides external Phone Trunks.
- B. Another name for Genesys Cloud CX.
- C. An internet-based telephony service that can be purchased and activated for use with Genesys Cloud CX.
- D. A help bot that is available within Genesys Cloud CX chat.

Answer: C

Explanation:
Explanation
Genesys Cloud CX Voice is an internet-based telephony service that can be purchased and activated for use with Genesys Cloud CX. Genesys Cloud CX Voice provides a fully managed phone system that connects your phone devices with Genesys Cloud CX cloud services. With Genesys Cloud CX Voice, you do not need to configure or maintain any external trunks or telephony infrastructure. References:
https://help.mypurecloud.com/articles/about-genesys-cloud-voice/
https://help.mypurecloud.com/articles/activate-genesys-cloud-voice/

NEW QUESTION # 117
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 user's phone is unplugged.
- B. The user is not assigned the appropriate role.
- C. The phone number is being used by a different user.
- D. The user may have deleted the icon.

Answer: B

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. Reference: 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 # 118
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 user's phone is unplugged.
- B. The user is not assigned the appropriate role.
- C. The phone number is being used by a different user.
- D. The user may have deleted the icon.

Answer: B

NEW QUESTION # 119
Select the categories of ACD skills that can be added to a user or an interaction. (Choose two.)

- A. Language
- B. Queue
- C. Roles
- D. Skills

Answer: A,D

Explanation:
Explanation
Language and Skills are two categories of ACD skills that can be added to a user or an interaction. ACD skills are used to match agents and interactions based on their abilities and requirements. Language skills indicate the languages that an agent can speak or an interaction needs. Skills indicate the areas of expertise or knowledge that an agent has or an interaction requires. References:
https://help.mypurecloud.com/articles/about-acd-skills/
https://help.mypurecloud.com/articles/add-skills-to-a-user/

NEW QUESTION # 120
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In fact, in real life, we often use performance of high and low to measure a person's level of high or low, when we choose to find a good job, there is important to get the GCP-GCX certification as you can. Our product is elaborately composed with major questions and answers. We are choosing the key from past materials to finish our GCP-GCX Guide question. It only takes you 20 hours to 30 hours to do the practice. After your effective practice, you can master the examination point from the GCP-GCX test question. Then, you will have enough confidence to pass it.

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