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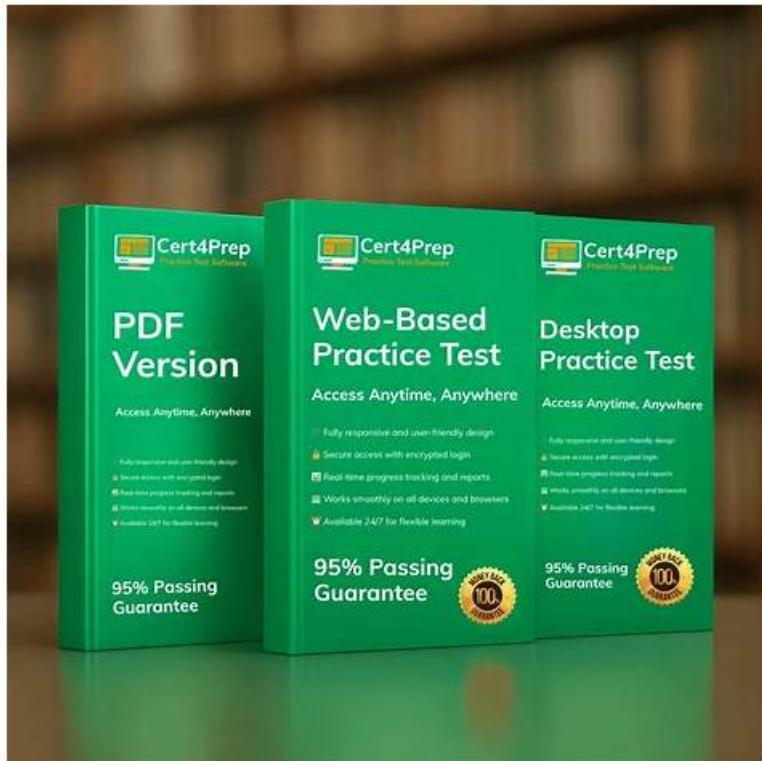

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Genesys GCP-GCX Exam Questions - Tips To Pass

What happens when you are happiest? It must be the original question! The hit rate of GCP-GCX study materials has been very high for several reasons. Our company has collected the most comprehensive data and hired the most professional experts to organize. They are the most authoritative in this career. At the same time, we are very concerned about social information and will often

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q113-Q118):

NEW QUESTION # 113

The_____provides a high-level overview of a campaign's performance

- A. Q Outbound Campaign view
- B. Historical view
- C. Campaign Performance Detail view
- D. Dynamic view
- E. Campaign Performance Summary view

Answer: E

Explanation:
The Campaign Performance Summary view in Genesys Cloud CX provides a high-level overview of a campaign's performance, summarizing key metrics and outcomes. This view is designed to give managers and supervisors a quick snapshot of how campaigns are performing, enabling them to assess the effectiveness of their outreach strategies and make informed decisions about adjustments or improvements needed to optimize results.

NEW QUESTION # 114

Which of the following is not a Quality Management feature?

- A. Evaluation Forms
- B. Policies
- C. Scheduling
- D. Interaction Recording

Answer: C

Explanation:
Explanation
Scheduling is not a Quality Management feature. Quality Management is a feature that allows supervisors and quality evaluators to monitor, evaluate, and improve the quality of agent interactions. Quality Management includes features such as Evaluation Forms, Policies, Interaction Recording, Calibration Sessions, etc.
References: https://help.mypurecloud.com/articles/about-quality-management/
https://help.mypurecloud.com/articles/quality-management-overview/

NEW QUESTION # 115

WebRTC phones require all hardware and software to be properly installed.

- A. True
- B. False

Answer: B

Explanation:
WebRTC phones require all hardware and software to be properly installed is a false statement. WebRTC phones are phones that use WebRTC technology to enable voice communication over the internet or other networks using a web browser. WebRTC phones do not require any hardware or software installation on the PC or device. WebRTC phones run right from the browser and use the built-in microphone and speaker of the PC or device. WebRTC phones can also work with headsets that have built-in call controls.
Genesys Cloud CX supports WebRTC technology with the Genesys Cloud CX WebRTC phone. The Genesys Cloud CX WebRTC phone is a phone that runs right from your browser and allows you to make and receive calls in Genesys Cloud CX. The Genesys Cloud CX WebRTC phone does not require any hardware or software installation on your PC or device. The Genesys Cloud CX WebRTC phone uses the built-in microphone and speaker of your PC or device. The Genesys Cloud CX WebRTC phone can also work with headsets that have built-in call controls. Reference: https://help.mypurecloud.com/articles/about-genesys-

cloud-webrtc-phones/ https://help.mypurecloud.com/articles/requirements-for-webrtc-phones/

NEW QUESTION # 116
What is the maximum limit for creating performance dashboards for private users?

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

Answer: C

Explanation:
The maximum limit for creating performance dashboards for private users is 10. A performance dashboard is a customizable view that shows real-time or historical data for various aspects of Genesys Cloud CX operations, such as queues, agents, interactions, etc. You can create performance dashboards for your own use (private) or share them with other users (public). The limit for creating public performance dashboards is 50. Reference: https://help.mypurecloud.com/articles/about-performance-dashboards/ https://help.mypurecloud.com/articles/create-a-performance-dashboard/

NEW QUESTION # 117
What is the maximum limit for creating performance dashboards for private users?

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

Answer: B

NEW QUESTION # 118
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