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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.

Genesys GCP-GCX Certification Exam covers a wide range of topics, including Genesys Cloud CX architecture, deployment, and management, as well as advanced features such as routing, reporting, and integrations. GCP-GCX Exam is designed to test the candidate's ability to design and implement Genesys Cloud CX solutions that meet the needs of their organization or clients. Successful candidates will be able to demonstrate their ability to configure and customize Genesys Cloud CX to meet specific business requirements.

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The latest GCP-GCX dumps pdf covers every topic of the certification exam and contains the latest test questions and answers. By practicing our GCP-GCX vce pdf, you can test your skills and knowledge for the test and make well preparation for the formal exam. One-year free updating will ensure you get the Latest GCP-GCX Study Materials first time and the accuracy of our GCP-GCX exam questions guarantee the high passing score.

Genesys GCP-GCX exam consists of 60 multiple-choice questions and has a time limit of 90 minutes. GCP-GCX exam covers a wide range of topics, including call routing, IVR, chat, email, social media, reporting, and analytics. Candidates are required to score

a minimum of 70% to pass the exam and obtain the certification. The GCP-GCX Certification is valid for two years from the date of passing the exam, after which candidates need to renew their certification.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q22-Q27):

NEW QUESTION # 22
Which of the following reports display the number of interactions handled by an agent per day? (Choose two.)

- A. Agent Metrics Report
- B. Agent Login-Logout Details Report
- C. Agent Metrics Export Report
- D. Agent Quality Details Report

Answer: C

NEW QUESTION # 23
Which dialing mode allows the agent to see customer information before dialing?

- A. Power
- B. Predictive
- C. Preview
- D. Progressive

Answer: C

Explanation:
In Genesys Cloud CX, the Preview dialing mode is specifically designed to allow agents to review customer information before initiating the call. This mode presents the agent with customer details and relevant context before the dialing process begins, enabling the agent to prepare for the interaction and tailor their approach based on the customer's history and needs. This preparation can lead to more personalized and effective customer engagements.

NEW QUESTION # 24
Alerts that have been read are not included in the alert count, even if they are still active.

- A. False
- B. True

Answer: B

NEW QUESTION # 25
Amelia is changing departments within the organization and has a new manager. Currently, Genesys Cloud CX is not synchronized with the HR systems.
What steps should you take to update her reporting structure in Genesys Cloud CX?

- A. Update her peers. Genesys Cloud CX will then update her manager automatically.
- B. Do nothing. Genesys Cloud CX will update everything automatically.
- C. Update her manager in her profile. Genesys Cloud CX will automatically update her place in the hierarchy.
- D. Update her manager and her peers in her profile.

Answer: D

NEW QUESTION # 26
Genesys Cloud CX tracks metric statistics in _____ minute intervals.

- A. 0

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

Answer: D

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 # 27

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