

High Hit-Rate GCP-GCX - Training Genesys Cloud CX Certified Professional - Consolidated Exam Pdf



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Genesys GCP-GCX certification exam is one of the most prestigious and sought-after certifications in the field of customer experience. Genesys Cloud CX Certified Professional - Consolidated Exam certification is designed to validate a candidate's knowledge, skills, and expertise in the Genesys Cloud CX platform, which is a leading customer experience platform used by businesses of all sizes across the globe. The GCP-GCX Certification is a comprehensive exam that covers all aspects of the Genesys Cloud CX platform, including its architecture, features, and functionalities.

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

NEW QUESTION # 113

All of the following are components of the Communicate Architecture Fundamentals hierarchy. EXCEPT

- A. Gateway
- B. Edge Groups
- C. Edge
- D. Organization
- E. Sites

Answer: A

Explanation:

The Communicate Architecture Fundamentals within Genesys Cloud CX include various components that make up the infrastructure and operational hierarchy, such as Organization, Sites, Edge Groups, and Edges. However, "Gateway" is not a component of this hierarchy. Instead, the term might refer to external devices or services that connect different networks or protocols, which is not how Genesys Cloud CX structures its internal architecture.

NEW QUESTION # 114

Which of the following components can be added to scripts? (Choose four.)

- A. Call Flow
- B. Visual Basic Control
- C. Text
- D. Web Page
- E. Image
- F. Checkbox

Answer: C,D,E,F

Explanation:

Explanation

Text, Checkbox, Web Page, and Image are some of the components that can be added to scripts. These components allow agents to view or enter information during an interaction. Text components display static or dynamic text content. Checkbox components allow agents to select one or more options from a list. Web Page components display a web page within the script. Image components display an image within the script.

References: <https://help.mypurecloud.com/articles/add-a-text-component-to-a-script/>

<https://help.mypurecloud.com/articles/add-a-checkbox-component-to-a-script/>

<https://help.mypurecloud.com/articles/add-a-web-page-component-to-a-script/>

<https://help.mypurecloud.com/articles/add-an-image-component-to-a-script/>

NEW QUESTION # 115

Where can you view agent evaluation scores, evaluation activity, and calibration activity in real-time?

- A. Admin > Quality
- B. Performance > Overview (Evaluations)
- C. Performance > Workspace > Dashboards
- D. Admin > Contact Center

Answer: B

Explanation:

Explanation

Performance > Overview (Evaluations) is where you can view agent evaluation scores, evaluation activity, and calibration activity in real-time in Genesys Cloud CX Quality Management. Evaluations are assessments of agent interactions based on predefined criteria and scoring methods. Evaluations can help contact center managers and supervisors measure and improve agent performance and quality of service. Performance > Overview (Evaluations) is a dashboard that shows various metrics and details related to evaluations, such as evaluation score distribution, evaluation completion rate, calibration score variance, etc. References:

<https://help.mypurecloud.com/articles/about-evaluations/>

<https://help.mypurecloud.com/articles/evaluations-overview/>

NEW QUESTION # 116

In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by:

- A. Specifying the premium-rate numbers you would like to restrict access to, while subscribing to Genesys Cloud CX.
- B. Configuring trunks to identify premium-rate numbers.
- C. Manually training users to prevent calling premium-rate numbers.
- D. Creating a number-plan to identify premium-rate numbers.

Answer: D

NEW QUESTION # 117

Which of the following are AND Evaluation Methods? (Choose three.)

- A. All skills matching
- B. Agent availability
- C. Best available skills
- D. Disregard skills
- E. Bullseye matching

Answer: A,C,E

Explanation:

AND Evaluation Methods are used to evaluate the skills of agents and interactions based on logical AND operations. This means that all the required skills must match for an agent to be eligible for an interaction. There are three types of AND Evaluation Methods: All skills matching, Best available skills, and Bullseye matching. All skills matching evaluates agents based on the number of skills they have in common with the interaction. Best available skills evaluates agents based on the highest skill proficiency level they have in common with the interaction. Bullseye matching evaluates agents based on predefined rings of skill requirements that relax as the selection pool expands from one ring to the next. Reference: <https://help.mypurecloud.com/articles/evaluation-methods/>
<https://help.mypurecloud.com/articles/bullseye-routing/>

NEW QUESTION # 118

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