

素晴らしいGCP-GCX | 有効的なGCP-GCX的中問題集 試験 | 試験の準備方法Genesys Cloud CX Certified Professional - Consolidated Exam模擬試験最新版



BONUS!!! Japancert GCP-GCXダンプの一部を無料でダウンロード: <https://drive.google.com/open?id=1I97PJ0B8RUvdvbXdPBUYNHRkGfXn02gl>

GCP-GCX試験に合格して認定を取得すると、対処方法がわからない多くのハンディキャップが発生する可能性があるため、GCP-GCX試験に合格して受験することは難しいと思われるかもしれません。認証。これらの問題を解決し、試験に簡単に合格できるようにするため、このようなGCP-GCX試験急流を遵守しました。GCP-GCX試験問題集を購入した後悔がないことをお約束します。GCP-GCX試験問題の合格率は99%~100%であり、必ず合格します。

当社JapancertのすべてのGCP-GCXトレーニングファイルは、この分野の専門家と教授によって設計されています。教材の品質は保証されています。すべての顧客の実際の状況に応じて、すべての顧客に適した学習計画を作成します。当社からGCP-GCX学習教材を購入する場合、GCP-GCX試験に簡単に合格するための専門的なトレーニングを受けることをお約束します。専門的なトレーニングにより、GCP-GCX試験に合格し、関連する認定資格を最短で取得します。

>> GCP-GCX的中問題集 <<

GCP-GCX模擬試験最新版 & GCP-GCX最新試験

さまざまな年齢層の研究条件に基づくさまざまな種類のアンケートによると、当社のGCP-GCXテスト準備はこれらの研究グループ向けに完全に設計されており、GCP-GCX試験の準備時の能力と効率を向上させ、目標とするGCP-GCX証明書が正常に作成されました。GCP-GCXの質問トレントには多くの利点がありますので、ご紹介します。GenesysのGCP-GCX試験に合格することができます。

Genesys Cloud CX Certified Professional - Consolidated Exam 認定 GCP-GCX 試験問題 (Q53-Q58):

質問 # 53

You cannot add variables to a script.

- A. True
- B. False

正解: B

解説:

You can add variables to a script. A variable is a placeholder for a value that can change during the execution of a script. Variables can store various types of data, such as text, numbers, booleans, etc. You can use variables to display or collect information in a

script, such as customer name, account number, order status, etc. You can create your own custom variables or use built-in variables that are provided by Genesys Cloud CX. Reference: <https://help.mypurecloud.com/articles/about-variables-and-expressions/> <https://help.mypurecloud.com/articles/add-script-variable/> <https://help.mypurecloud.com/articles/built-in-script-variables/>

質問 # 54

Which of the following best defines the performance view for Queues?

- A. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.
- **B. Used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.**
- C. Used to view historical data only.
- D. Used to monitor real-time contact center metrics.

正解: B

解説:

Reference:

The performance view for Queues is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents in Genesys Cloud CX Performance menu. The performance view for Queues is a view that shows various metrics and details related to queue performance and activities in Genesys Cloud CX. The performance view for Queues can help you measure and improve various aspects of your queue performance and activities, such as:

Service level

Abandon rate

Average speed of answer

Average handle time

Interaction volume

The performance view for Queues is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents because:

Real-time metrics are metrics that show the current data for agents, queues, skills, interactions, and flows. Real-time metrics are updated every 10 minutes in Genesys Cloud CX Performance menu . You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.

Historical metrics are metrics that show the past data for agents, queues, skills, interactions, and flows. Historical metrics are stored every 10 minutes in Genesys Cloud CX Performance menu . You can see the historical values of various metrics by using the date filter or the pre-set day filter.

Service level % is a metric that shows the percentage of interactions that were answered within a target time threshold during a specified period of time. Service level % can help you measure the quality and efficiency of your queue performance and activities. You can see the real-time and historical service level % of a queue in the performance view for Queues.

Abandon % is a metric that shows the percentage of interactions that were abandoned by the customer or caller before reaching an agent during a specified period of time. Abandon % can help you measure the quality and efficiency of your queue performance and activities. You can see the real-time and historical abandon % of a queue in the performance view for Queues.

Customers waiting is a metric that shows the number of customers or callers who are currently waiting in a queue to be connected to an agent. Customers waiting can help you measure the demand and capacity of your queue performance and activities. You can see the real-time customers waiting of a queue in the performance view for Queues.

Active agents is a metric that shows the number of agents who are currently logged in to Genesys Cloud CX and are available to handle interactions in a queue. Active agents can help you measure the availability and productivity of your queue performance and activities. You can see the real-time active agents of a queue in the performance view for Queues.

質問 # 55

Which one of the following Genesys Cloud CX configuration options provides a way to ensure that phones of a specific make and model are all deployed with the same settings?

- A. Managed IP Phones
- B. Default Station Configuration
- **C. Base Settings**
- D. IP Phone Templates

正解: C

質問 # 56

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

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

正解: B、C、D、E

解説:

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.

References:

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

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

質問 # 57

All of the following are steps that need to be completed to configure an Edge appliance, EXCEPT

_____.

- A. Create a Site
- B. Associate the network interface
- C. Configure a trunk
- D. Create an Edge Group
- E. Configure the Edge Connectors
- F. Assign the Edge to a Site
- G. Authenticate the Edge

正解: C

解説:

Explanation

Configuring a trunk is not a step that needs to be completed to configure an Edge appliance. A trunk is a connection between Genesys Cloud CX and an external telephony provider, such as a carrier or a PBX. A trunk is not part of the Edge configuration, but rather a separate entity that can be associated with an Edge group. The steps that need to be completed to configure an Edge appliance are:

* Create a Site

* Create an Edge Group

* Associate the network interface

* Authenticate the Edge

* Configure the Edge Connectors

* Assign the Edge to a Site References: <https://help.mypurecloud.com/articles/configure-an-edge-device/>

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

質問 # 58

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短い時間に最も小さな努力で一番効果的に Genesys の GCP-GCX 試験の準備をしたいのなら、Japancert の Genesys の GCP-GCX 試験トレーニング資料を利用することができます。Japancert のトレーニング資料は実践の検証に合格したもので、多くの受験生に証明された 100 パーセントの成功率を持っている資料です。Japancert を利用したら、あなたは自分の目標を達成することができ、最良の結果を得ます。

GCP-GCX 模擬試験最新版: <https://www.japancert.com/GCP-GCX.html>

俺のことを気遣っているのだろう、ぬるりとしたものが指先に触れる、GCP-GCXの実際のテストで使用されるすべての言語は非常にシンプルで理解しやすいものでした、もし訓練班とオンライン研修などのルートを通じないと試験に合格するのが比較的難しい、一回に合格率非常に低いです。

GCP-GCX試験問題をご存知の場合は、ぜひお試しください、GCP-GCX試験問題のこのバージョンを使用すると、試験に簡単に合格することができます、現状に自己満足して、自分の小さな持ち場を守って少ない給料をもらって解雇されるのを待っている人がいないです。

- P.S. JapancertがGoogle Driveで共有している無料かつ新しいGCP-GCXダンプ: <https://drive.google.com/open?id=1I97PJ0B8RUvdvbXdPBUYNHRkGfXn02g1>

