

# Quiz Trustable Genesys - GCP-GCX - Genesys Cloud CX Certified Professional - Consolidated Exam Test Collection Pdf



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Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is a comprehensive and globally recognized certification aimed at testing the proficiency of professionals in Genesys Cloud CX. Genesys Cloud CX Certified Professional - Consolidated Exam certification provides an excellent opportunity for professionals to showcase their skills and knowledge in the customer experience domain and enhance their career prospects. Genesys Cloud CX Certified Professional - Consolidated Exam certification is suitable for professionals working in customer service, contact centers, IT and networking, and project management roles.

Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is designed to test the skills and expertise of professionals in the field of customer experience management. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam is ideal for professionals who work with Genesys Cloud CX, a cloud-based customer engagement platform that provides omnichannel customer experiences, along with workforce engagement, analytics, and automation capabilities. The GCP-GCX certification exam is a test of knowledge, skills, and abilities that are necessary to work with Genesys Cloud CX.

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Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Exam is designed to validate the skills and

knowledge of professionals who are responsible for implementing and managing Genesys Cloud CX solutions. GCP-GCX exam covers a wide range of topics, including call routing, IVR design, reporting and analytics, and contact center management. By passing the GCP-GCX Exam, professionals can demonstrate their ability to implement and manage Genesys Cloud CX solutions, which can help them advance their careers in the field of contact center technology.

## Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q27-Q32):

### NEW QUESTION # 27

Which options can be configured when setting up a queue? (Choose two.)

- A. Alerting Timeout
- B. Wrap-up Codes
- C. ACD Skills
- D. Utilization
- E. Inbound Flows

**Answer: B,D**

Explanation:

Explanation

Wrap-up codes and utilization are two options that can be configured when setting up a queue. A queue is a logical grouping of agents who handle similar types of interactions, such as voice calls, chats, emails, etc. A queue can have various options configured to define its behavior and performance, such as:

\* Wrap-up codes are labels that agents can assign to interactions after they complete them to indicate the outcome or reason for the interaction.

\* Utilization is a percentage that indicates how much time an agent spends handling interactions versus being available for new interactions.

Some other options that can be configured when setting up a queue are routing method, service level target, maximum wait time, etc.

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

<https://help.mypurecloud.com/articles/create-and-configure-queues/>

<https://help.mypurecloud.com/glossary/wrap-up-code/> <https://help.mypurecloud.com/glossary/utilization/>

### NEW QUESTION # 28

The status of agents, whether active or inactive, does not impact metrics in queue reports, however, active agents appear on/affect agent reports.

- A. False
- B. True

**Answer: A**

### NEW QUESTION # 29

Sam is in charge of handling incoming interactions that are sent via the queue. Some calls enter and exit the queue without being handled or terminated.

What terminology is used to describe such calls?

- A. Abandon
- B. IVR
- C. Flow-outs
- D. Disconnect

**Answer: A**

### NEW QUESTION # 30

Organization setting that can be configured include: Choose 2 answers

- A. Skill
- B. Default Language
- C. Queue Management
- D. invite Links

**Answer: B,D**

Explanation:

Organization settings in Genesys Cloud CX can be configured to tailor the system to the specific needs of the organization. "Invite Links" and "Default Language" are examples of such settings. "Invite Links" allows administrators to control how users are invited to the system, and "Default Language" sets the default language for the user interface, affecting all users unless they have set their own language preference.

### NEW QUESTION # 31

Which of the following attributes ensure that the interactions are routed to the most qualified agent? (Choose two.)

- A. Knowledge levels
- B. Medians
- C. Skills
- D. Languages
- E. Index Ratings

**Answer: C,D**

Explanation:

Explanation

Languages and skills are two attributes that ensure that the interactions are routed to the most qualified agent.

Languages and skills are ratings that indicate an agent's proficiency or preference for handling certain types of interactions or customers. For example:

\* Languages indicate an agent's ability to speak or write in different languages.

\* Skills indicate an agent's capability or willingness to handle different media types or queues.

Genesys Cloud CX routing uses these attributes to match each interaction with an agent who has the highest ratings for those attributes. References: <https://help.mypurecloud.com/articles/about-acd-evaluation-methods/>

<https://help.mypurecloud.com/articles/add-language-skills-to-an-agent-profile/>

<https://help.mypurecloud.com/articles/add-acd-skills-to-an-agent-profile/>

### NEW QUESTION # 32

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