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Genesys GCP-GCX or the Genesys Cloud CX Certified Professional-Consolidated Exam is designed to validate the skills and knowledge of professionals who are interested in working with Genesys Cloud CX platform. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam covers various aspects of Genesys Cloud CX, including contact center management, routing, reporting, and analytics. GCP-GCX Exam is intended for individuals who want to become proficient in managing Genesys Cloud CX and provide top-notch customer service to their clients.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q64-Q69):

NEW QUESTION # 64

While Alex is monitoring queue reports, Sam deletes an inactive agent from the queue. Will this affect the metrics that Alex is monitoring?

- A. Yes
- B. No

Answer: B

Explanation:
Explanation

No, deleting an inactive agent from the queue will not affect the metrics that Alex is monitoring in queue reports in Genesys Cloud

CX Performance menu. A queue report is a report that shows various metrics and details related to queue performance and activities in Genesys Cloud CX. A queue report can help you measure and improve various aspects of your queue, such as:

- * Service level
- * Abandon rate
- * Average speed of answer
- * Average handle time
- * Interaction volume

Deleting an inactive agent from the queue will not affect the metrics that Alex is monitoring in queue reports because:

* A queue report only counts interactions that spent time in the queue, but an agent-based report counts any interactions an agent worked with. This means that the totals in a queue report and an agent-based report may not match exactly, even if they include the same agents or queues. This is because a queue is a stand-alone entity from the perspective of Genesys Cloud CX reports, and queue metrics and agent metrics can differ for various reasons, such as:

- * An interaction spends time in multiple queues
- * An interaction abandons before an agent handles it
- * An agent is a member of more than one queue
- * An inactive agent is an agent who has not logged in to Genesys Cloud CX or has logged out. An inactive agent does not affect the metrics in queue reports because they do not contribute to various metrics and details related to queue performance and activities, such as:
- * Offered count
- * Answered count
- * Abandoned count
- * Transfer count

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

<https://help.mypurecloud.com/articles/queue-report-and-agent-report-totals-differ-by-design/>

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

NEW QUESTION # 65

The _____ provides a high-level overview of a campaign's performance

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

Answer: B

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 # 66

Unused reports need to be disabled manually to prevent unnecessary load on the system.

- A. True
- **B. False**

Answer: B

Explanation:

Explanation

Unused reports do not need to be disabled manually to prevent unnecessary load on the system. Genesys Cloud CX automatically disables reports that have not been run for more than 90 days. This feature helps optimize system performance and reduce resource consumption. You can re-enable disabled reports at any time from the Reports page in Genesys Cloud CX Admin. References:

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

<https://help.mypurecloud.com/articles/disable-and-enable-reports/>

NEW QUESTION # 67

If the issue reporting email address is not set up in the Genesys Cloud CX system, any employee with an administrative role within the organization will receive the email.

- A. True
- B. False

Answer: B

Explanation:

In Genesys Cloud CX, the issue reporting email address is a configurable setting that determines where reports of system issues are sent. If this address is not set up, system issues will not automatically be emailed to all employees with administrative roles. Instead, issues need to be reported through the designated support channels or by manually notifying the appropriate individuals or teams within the organization.

NEW QUESTION # 68

Files uploaded to the workspace can be shared with non-members of the Genesys Cloud CX organization.

- A. True
- B. False

Answer: A

NEW QUESTION # 69

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