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Now in such society with a galaxy of talents, stabilizing your job position is the best survival method. But stabilizing job position is not so easy. When others are fighting to improve their vocational ability, if you still making no progress and take things as they are, then you will be eliminated. In order to stabilize your job position, you need to constantly improve your GCP-GCX professional ability and keep up with the pace of others to let you not fall far behind others.

Genesys GCP-GCX certification exam is an industry-standard certification that is designed to measure the skills and knowledge of professionals in the contact center industry. Genesys Cloud CX Certified Professional - Consolidated Exam certification is intended for professionals who have experience and knowledge in the Genesys Cloud CX platform. The GCP-GCX Certification Exam is a consolidated exam that covers various aspects of the Genesys Cloud CX platform.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q23-Q28):

NEW QUESTION # 23

Jenny is monitoring five queues in real-time. She identifies one of the queues' Service Level percentage to be below the threshold level.

Which of the following will help her view specific information about the queue in real-time?

- A. Performance Dashboard
- B. My Queues Activity
- C. Queue Performance
- D. Queues Activity

Answer: C

Explanation:

Explanation

Queue Performance is a view that can help Jenny view specific information about a queue in real-time. This view shows various metrics and details related to a queue's performance and service level, such as interactions waiting, interactions interacting, longest waiting time, average speed of answer, etc. Jenny can select a queue from the list and see its current statistics in a graphical or tabular format. References:

<https://help.mypurecloud.com/articles/queue-performance-view/>
<https://help.mypurecloud.com/articles/select-a-queue/>

NEW QUESTION # 24

Where do you add the list of IP or CIDR addresses which are allowed or denied access to an External or Phone Trunk?

- A. Outbound
- B. Calling
- C. Availability
- **D. SIP Access Control**

Answer: D

NEW QUESTION # 25

Which platform component manages account configuration, directory search, user membership, phone call routing, and agent assignment?

- **A. Core Services**
- B. Application Services
- C. Public Interface Services
- D. Communication Services

Answer: A

Explanation:

Reference:

Core Services is the platform component that manages account configuration, directory search, user membership, phone call routing, and agent assignment in Genesys Cloud CX. Core Services is a set of services that provide essential functionality and data for Genesys Cloud CX applications and integrations. Core Services include various features and functions, such as:

Account configuration

Directory search

User membership

Phone call routing

Agent assignment

Presence management

Notifications

Authentication

Authorization

Billing

Some other platform components of Genesys Cloud CX are Public Interface Services, Communication Services, Application Services, etc. Reference: <https://help.mypurecloud.com/articles/platform-overview/> <https://help.mypurecloud.com/articles/core-services-overview/>

NEW QUESTION # 26

What do a Service Level of 80 and a Service Level Target of 20 for Voice interactions mean?

- A. 80% of agents must answer calls within 20 seconds.
- B. 20 chats and calls must be answered in 80 seconds.
- **C. 80% of calls must be answered within 20 seconds.**
- D. 80 calls must be answered every 20 seconds.

Answer: C

Explanation:

Explanation

A service level of 80 and a service level target of 20 for voice interactions mean that 80% of calls must be answered within 20 seconds. Service level is a metric that measures how well a contact center meets its customer service goals. Service level is calculated by dividing the number of interactions answered within a specified time threshold (service level target) by the total number

of interactions offered in a given period. For example, if a contact center receives 100 calls in an hour and answers 80 calls within 20 seconds, then its service level is $80/100 = 0.8$ or 80%. References: <https://help.mypurecloud.com/glossary/service-level/>
<https://help.mypurecloud.com/articles/queue-performance-summary-report/>

NEW QUESTION # 27

Select all the question types available while creating an Evaluation Form. (Choose three.)

- A. Multiple Choice
- B. Range
- C. Multiple Response
- D. Yes/No
- E. Fill in the blank

Answer: A,C,D

NEW QUESTION # 28

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