

Reliable Reliable GCP-GCX Exam Vce - Pass GCP-GCX Once - Well-Prepared GCP-GCX Exam Introduction



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Genesys GCP-GCX Certification Exam is a valuable credential for professionals who want to advance their careers in customer service and contact center management. Genesys Cloud CX Certified Professional - Consolidated Exam certification demonstrates that the candidate has the skills and knowledge to use the Genesys Cloud CX platform effectively, which is a valuable asset in today's competitive job market. Additionally, the certification is recognized by Genesys, which is a leading provider of customer service and contact center software solutions.

Genesys GCP-GCX certification exam is designed to test the knowledge and expertise of professionals who work with Genesys Cloud CX. Genesys Cloud CX Certified Professional - Consolidated Exam certification validates the skills necessary to implement, configure, and troubleshoot Genesys Cloud CX solutions. GCP-GCX Exam Tests a broad range of skills, including knowledge of Genesys Cloud CX architecture, contact center management, routing, reporting, and analytics.

Genesys GCP-GCX exam is a comprehensive and challenging certification that requires candidates to have a deep understanding of the Genesys Cloud CX platform. Candidates must have practical experience managing and troubleshooting the platform to be successful in the exam. Genesys Cloud CX Certified Professional - Consolidated Exam certification is an excellent way for professionals to demonstrate their expertise to potential employers and clients.

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GCP-GCX Exam Introduction - GCP-GCX Reliable Test Question

A Genesys GCP-GCX practice questions is a helpful, proven strategy to crack the Genesys GCP-GCX exam successfully. It helps candidates to know their weaknesses and overall performance. ITexamReview software has hundreds of Genesys exam dumps that are useful to practice in real time. The Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) practice questions have a close resemblance with the actual GCP-GCX exam.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample

Questions (Q95-Q100):

NEW QUESTION # 95

Routing is a part of customer communication that connects the customer with an appropriate automated resource or agent.

- A. True
- B. False

Answer: A

Explanation:

Routing is a part of customer communication that connects the customer with an appropriate automated resource or agent. Routing is a process that determines how to handle incoming interactions based on various criteria, such as customer profile, agent skills, queue availability, etc. Routing can direct interactions to different resources, such as IVR menus, chatbots, voicebots, agents, queues, etc. Routing can also optimize the customer experience and the contact center performance by matching each interaction with the best available resource. Reference: <https://help.mypurecloud.com/glossary/routing/> <https://help.mypurecloud.com/articles/about-routing/>

NEW QUESTION # 96

Why are Divisions important in an organization?

- A. Divisions are used to divide interactions equally between 2 or more queues.
- B. Divisions define which users can be assigned to queues.
- C. Divisions allow the organization to control which roles can be assigned to users.
- D. Divisions allow grouping and segregation of objects while keeping them inside the same organization.

Answer: D

Explanation:

Divisions are important in an organization because they allow grouping and segregation of objects while keeping them inside the same organization. A division is a logical container that holds various objects in Genesys Cloud CX, such as users, queues, flows, etc. Divisions enable administrators to control access and visibility of these objects based on roles and permissions. For example, administrators can use divisions to separate different business units or teams within an organization and assign different roles and permissions to each division. Reference: <https://help.mypurecloud.com/glossary/division/> <https://help.mypurecloud.com/articles/about-divisions/>

NEW QUESTION # 97

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

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

Answer: A

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%. Reference: <https://help.mypurecloud.com/glossary/service-level/> <https://help.mypurecloud.com/articles/queue-performance-summary-report/>

NEW QUESTION # 98

Select the types of Phone Trunks available in Genesys Cloud CX. (Choose two.)

- A. SIP
- B. WebRTC

- C. Outbound Proxy
- D. Gateway

Answer: A,B

Explanation:

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

NEW QUESTION # 99

What additional functionality does Communicate bring to Genesys Cloud CX?

- A. Call center features, such as ACD and scripting.
- **B. Unified communications features, such as telephony, unified messaging, voice conferencing, and auto-attendant.**
- C. Directory capabilities, such as advanced search, profiles, and keyword searching.
- D. Knowledge-based features, such as FAQs and communities.

Answer: B

Explanation:

Communicate is a feature that brings unified communications features to Genesys Cloud CX, such as telephony, unified messaging, voice conferencing, and auto-attendant. Communicate allows users to make and receive phone calls, send and receive messages, join voice conferences, and access voicemail within Genesys Cloud CX. Communicate also integrates with third-party applications, such as Salesforce, Microsoft Teams, Zoom, etc. Reference: <https://www.genesys.com/pricing> <https://www.genesys.com/genesys-cloud/features/communicate>

NEW QUESTION # 100

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