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Taking and passing the Genesys GCP-GCX exam is an important step for professionals who work with the Genesys Cloud CX platform. It demonstrates a high level of proficiency in the platform and can lead to career advancement opportunities. Additionally, companies that use the Genesys Cloud CX platform may prioritize hiring and promoting individuals who hold the GCP-GCX certification, as it indicates that they have the skills and knowledge necessary to effectively manage and support the platform.

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.

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Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Exam is a certification exam designed to test the knowledge and skills of professionals who work with the Genesys Cloud CX platform. This platform is a cloud-based software solution that provides contact center services to businesses of all sizes. The GCP-GCX Exam is designed to evaluate an individual's ability to configure, troubleshoot, and manage various aspects of the Genesys Cloud CX platform.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q52-Q57):

NEW QUESTION # 52

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

- A. False

- B. True

Answer: B

NEW QUESTION # 53

To assign extensions to users, you must first _____.

- A. Buy the extension number from the carrier.
- B. Add the extension to the dial plan.
- C. Assign the extension to the user's phone.
- D. Create a pool of extensions.

Answer: D

Explanation:

To assign extensions to users, you must first create a pool of extensions. Extensions are numbers that identify users within your phone system. You can create a pool of extensions by specifying a range of numbers that are available for assignment. You can then assign extensions to users individually or in bulk from the Users page in Genesys Cloud CX Admin. Reference:

<https://help.mypurecloud.com/articles/create-a-pool-of-extensions/> <https://help.mypurecloud.com/articles/assign-extensions-to-users/>

NEW QUESTION # 54

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: B

Explanation:

Explanation

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

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

- * Availability
- * Productivity
- * Quality
- * Conduct
- * Satisfaction

The status of agents, whether active or inactive, does not impact metrics in queue reports, however, active agents appear on/affect agent 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 active agent is an agent who has logged in to Genesys Cloud CX and is available to handle interactions. An inactive agent is an agent who has not logged in to Genesys Cloud CX or has logged out. An active agent appears on/affects agent reports because they contribute to various metrics and details related to agent performance and activities, such as:

- * Status

- * Time in status
- * Calls answered
- * Average talk time
- * Average ACW

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 # 55

_____ binds the numbering plan with the trunk.

- A. Inbound route
- B. Edge Group
- C. Outbound route
- D. Edge

Answer: C

Explanation:

Outbound route is what binds the numbering plan with the trunk in Genesys Cloud CX Telephony Admin menu. An outbound route is a logical connection that allows voice communication from Genesys Cloud CX to an external system or network using a trunk. An outbound route can have various options configured to define its behavior and performance, such as:

Numbering plan

Trunk

Classification

Priority

An outbound route binds the numbering plan with the trunk by specifying which numbering plan and which trunk to use for outgoing calls based on the classification of the destination number. An outbound route can also specify the priority of the trunk to use when multiple trunks are available for the same classification. Reference: <https://help.mypurecloud.com/glossary/outbound-route/>
<https://help.mypurecloud.com/articles/add-an-outbound-route/>

NEW QUESTION # 56

Which of the following is NOT a Genesys Cloud CX Collaborate feature?

- A. AI Chat
- B. Video Chat
- C. Text Chat
- D. Content Management

Answer: A

Explanation:

Explanation

AI Chat is not a Genesys Cloud CX Collaborate feature. Collaborate is a feature that enables internal communication and collaboration among users within an organization using Genesys Cloud CX. Collaborate provides various features and functions for users to interact with each other in real time or asynchronously, such as:

* Text Chat

* Video Chat

* Content Management

* Group Messaging

* Presence Indicators

AI Chat is a feature that enables external communication and automation using artificial intelligence (AI) powered chatbots or voicebots. AI Chat provides various features and functions for customers to interact with chatbots or voicebots using natural language processing (NLP) and machine learning (ML), such as:

* Intent Recognition

* Entity Extraction

* Sentiment Analysis

* Conversation Flow

* Knowledge Base

References: <https://help.mypurecloud.com/articles/collaborate-overview/>
<https://help.mypurecloud.com/glossary/ai-chat/>

NEW QUESTION # 57

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