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To prepare for the Genesys GCP-GCX Certification Exam, individuals can take training courses and study materials provided by Genesys. These courses cover a wide range of topics related to Genesys Cloud CX, including installation and configuration, administration, reporting and analytics, and integration with other systems. Individuals can also take practice exams to test their knowledge and identify areas where they need to improve.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q105-Q110):

NEW QUESTION # 105

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

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

Answer: B,C

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 # 106

Sam wants to install the reporting app on his iPad to access metrics.

Which of the following apps does he need to install?

- A. Genesys Cloud CX Supervisor
- B. Genesys Cloud CX User
- C. Genesys Cloud CX Reporting
- D. Genesys Cloud CX Admin

Answer: A

Explanation:

Genesys Cloud CX Supervisor is the app that Sam needs to install on his iPad to access metrics in Genesys Cloud CX Performance menu. Genesys Cloud CX Supervisor is a mobile app that allows supervisors to monitor real-time and historical metrics about their contact center performance and activities in Genesys Cloud CX. Genesys Cloud CX Supervisor can help supervisors manage and improve various aspects of their contact center, such as:

Agent performance

Queue performance

Interaction quality

Customer satisfaction

Workforce management

Genesys Cloud CX Supervisor allows supervisors to access metrics on their iPad by providing various features, such as:

Dashboards: Supervisors can view real-time metrics about agents, queues, skills, interactions, and flows on customizable dashboards.

Reports: Supervisors can view historical data about agents, queues, skills, interactions, flows, and outcomes on predefined reports.

Alerts: Supervisors can receive notifications about important events or issues that affect their contact center performance or activities.

Coaching: Supervisors can provide feedback or guidance to agents based on their performance or activities.

NEW QUESTION # 107

Genesys Cloud CX tracks metric statistics in _____ minute intervals.

- A. 0
- B. 1
- C. 2
- D. 3

Answer: C

Explanation:

Genesys Cloud CX tracks metric statistics in 10 minute intervals. This means that Genesys Cloud CX collects and aggregates data for various metrics every 10 minutes. This applies to both real-time and historical data. For example:

Real-time data: Genesys Cloud CX updates the dashboards and views with the latest data every 10 minutes. You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.

Historical data: Genesys Cloud CX stores the data for various metrics every 10 minutes. You can see the historical values of various metrics, such as offered count, answered count, abandoned count, and transfer count.

Genesys Cloud CX tracks metric statistics in 10 minute intervals to provide consistent and accurate data for your contact center performance and activities. You can use this data to measure and improve various aspects of your contact center, such as:

Agent performance

Queue performance

Interaction quality
Customer satisfaction
Workforce management

NEW QUESTION # 108

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

- A. Outbound Proxy
- B. Gateway
- C. SIP
- D. WebRTC

Answer: C,D

Explanation:

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

NEW QUESTION # 109

Genesys Cloud CX supports embedded clients for Salesforce and Zendesk.

- A. False
- B. True

Answer: B

NEW QUESTION # 110

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