

Latest GCP-GCX Study Practice Questions are Highly-Praised Exam Braindumps



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The GCP-GCX exam is based on the latest version of Genesys Cloud CX and covers topics such as designing and configuring call flows, managing inbound and outbound interactions, creating and managing user accounts and groups, and configuring voice and chat channels. Additionally, the exam covers topics such as analytics and reporting, workforce management, and integrations with third-party applications. GCP-GCX Exam is designed to be comprehensive and challenging, and passing it requires a thorough understanding of Genesys Cloud CX solutions and their implementation. A GCP-GCX certification provides professionals with a competitive edge in the job market and demonstrates their expertise in the field of customer experience management.

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Genesys Cloud CX platform is a cloud-based customer experience solution that provides businesses with a range of tools and features to enhance customer interactions. The GCP-GCX certification exam is designed to test the knowledge and skills required to effectively use and manage this platform. This includes understanding the key features and functionality of the platform, configuring and managing users and groups, and troubleshooting common issues. Genesys Cloud CX Certified Professional - Consolidated Exam certification program also covers advanced topics such as integration with other systems and optimizing the platform for specific business needs.

Genesys GCP-GCX Certification is an excellent choice for professionals who want to advance their careers in the IT industry. Genesys Cloud CX Certified Professional - Consolidated Exam certification offers a comprehensive understanding of Genesys Cloud CX solutions and demonstrates the ability to implement and configure these solutions. Genesys Cloud CX Certified Professional - Consolidated Exam certification is recognized by organizations worldwide and is a valuable asset for professionals

looking to stand out in the job market.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q133-Q138):

NEW QUESTION # 133

The _____ for iOS leverages the form factor of iOS tablets to help supervisors, managers, and executives make faster, more effective managerial and operational decisions

- A. Genesys Cloud CX Social Media Analyzer
- B. Genesys Cloud CX Hub
- C. Genesys Cloud CX Supervisor
- D. Genesys Cloud CX Task Manager

Answer: C

Explanation:

The Genesys Cloud CX Supervisor app for iOS is specifically designed to leverage the form factor and capabilities of iOS tablets, providing supervisors, managers, and executives with a powerful tool to make faster and more effective managerial and operational decisions. This app offers a user-friendly interface and real-time data insights, enabling leaders to monitor agent performance, queue statistics, and other critical metrics on the go, thereby enhancing decision-making efficiency and responsiveness to changing operational needs.

NEW QUESTION # 134

You must define the phone configuration in Genesys Cloud CX to associate with a physical phone.

What binds the phone's settings in Genesys Cloud CX to a physical phone?

- A. Hardware ID (MAC address)
- B. Phone name
- C. Base settings
- D. Phone model

Answer: C

Explanation:

The hardware ID (MAC address) is what binds the phone's settings in Genesys Cloud CX to a physical phone. A hardware ID is a unique identifier for each network device, such as a phone. You can define the phone configuration in Genesys Cloud CX by specifying various settings, such as phone name, phone model, base settings, line appearance, etc. However, to associate these settings with a physical phone, you need to enter the hardware ID of the phone in Genesys Cloud CX. Reference: <https://help.mypurecloud.com/articles/about-phones/> <https://help.mypurecloud.com/articles/add-a-phone/>

NEW QUESTION # 135

Which one of the following Genesys Cloud CX configuration options provides a way to ensure that phones of a specific make and model are all deployed with the same settings?

- A. IP Phone Templates
- B. Default Station Configuration
- C. Managed IP Phones
- D. Base Settings

Answer: D

NEW QUESTION # 136

Policies automate repetitive quality management tasks.

Which of the following items could be defined as policies? (Choose three.)

- A. Set up a schedule to run a daily report.

- B. Update the Do Not Call list with records that have the appropriate wrap-up code.
- C. Specify time sets as a matching criteria.
- D. Automatically assign an evaluation for all calls over 5 minutes.
- E. Determine how long to retain recordings and whether to archive or delete them

Answer: B,D,E

Explanation:

Update the Do Not Call list with records that have the appropriate wrap-up code, automatically assign an evaluation for all calls over 5 minutes, and determine how long to retain recordings and whether to archive or delete them are three items that could be defined as policies in Genesys Cloud CX Quality Management. Policies are rules that automate repetitive quality management tasks based on various criteria and conditions. Policies can help contact center managers and supervisors streamline their quality management processes and ensure compliance with best practices and regulations. Reference:

<https://help.mypurecloud.com/articles/about-policies/> <https://help.mypurecloud.com/articles/create-a-policy/>

NEW QUESTION # 137

Select all available options for adding widgets to a performance dashboard. (Choose four.)

- A. Agent Status
- B. Metric
- C. Chart
- D. Text
- E. Grid
- F. Interaction

Answer: B,C,D,E

Explanation:

Explanation

Grid, Text, Metric, and Chart are four available options for adding widgets to a performance dashboard. A widget is a component that displays data in a specific format on a performance dashboard. You can add different types of widgets to customize your dashboard and show the data that you need. The other available options for adding widgets are Agent Status and Web Content.

References:

<https://help.mypurecloud.com/articles/add-widgets-to-a-performance-dashboard/>

<https://help.mypurecloud.com/articles/widget-types/>

NEW QUESTION # 138

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