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Practicing under these situations helps to kill Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) exam anxiety. Questions in desktop-based mock exams are identical to the real ones. Our practice exams give you options to change their durations and questions' numbers to polish your skills. You can easily assess your readiness with the assistance of results produced by the practice exam.

The GCP-GCX certification is ideal for professionals who are responsible for managing and implementing the Genesys Cloud CX platform within their organizations. It is also beneficial for individuals who want to enhance their skills or pursue a career in cloud-based contact center solutions. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam is designed to validate the skills of professionals who work with the Genesys Cloud platform, including system administrators, technical support specialists, and solution architects. The GCP-GCX Certification is a testament to an individual's expertise in implementing and managing Genesys Cloud CX solutions, providing employers with a reliable indicator of a professional's potential contributions to their organization.

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Genesys GCP-GCX Exam is a certification exam that tests the knowledge and skills of individuals who wish to become certified in the Genesys Cloud CX platform. GCP-GCX exam covers a wide range of topics related to the platform, and is designed to be challenging and comprehensive. Genesys Cloud CX Certified Professional - Consolidated Exam certification is highly regarded by employers and can help individuals advance their careers in the contact center industry, while also providing a valuable asset for organizations that use the platform.

Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Exam is a certification program designed to assess the skills of professionals in the Genesys Cloud CX platform. Genesys Cloud CX Certified Professional - Consolidated Exam certification is essential for professionals who want to demonstrate their knowledge and expertise with this platform, and it is a valuable asset for anyone seeking to advance their career in the field of customer experience.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q128-Q133):

NEW QUESTION # 128

Genesys Cloud CX supports embedded clients for Salesforce and Zendesk.

- A. False
- B. True

Answer: B

NEW QUESTION # 129
Which of the following best defines the performance view for Agents?

- A. Used to monitor real-time contact center metrics.
- B. Used to view historical data only.
- C. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.
- D. Used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.

Answer: C

Explanation:
The performance view for Agents is used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW in Genesys Cloud CX Performance menu. The performance view for Agents is a view that shows various metrics and details related to agent performance and activities in Genesys Cloud CX. The performance view for Agents can help you measure and improve various aspects of your agent performance and activities, such as:
Availability
Productivity
Quality
Conduct
Satisfaction
The performance view for Agents is used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW because:
Real-time metrics are metrics that show the current data for agents, queues, skills, interactions, and flows. Real-time metrics are updated every 10 minutes in Genesys Cloud CX Performance menu . You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.
Status is a metric that shows the current state of an agent in Genesys Cloud CX. Status can indicate whether an agent is available to handle interactions, busy with an interaction, or away from their workstation. Status can also indicate the reason why an agent is away or busy. You can see the current status of an agent in the performance view for Agents.
Time in status is a metric that shows the amount of time (HH:MM:SS) that an agent has spent in their current status. Time in status can help you measure the availability and productivity of an agent. You can see the current time in status of an agent in the performance view for Agents.
Calls answered is a metric that shows the number of calls that an agent has answered during a specified period of time. Calls answered can help you measure the productivity and quality of an agent. You can see the current calls answered by an agent in the performance view for Agents.
Average talk time is a metric that shows the average amount of time (HH:MM:SS) that an agent has spent talking with customers during a specified period of time. Average talk time can help you measure the productivity and quality of an agent. You can see the current average talk time of an agent in the performance view for Agents.
Average ACW is a metric that shows the average amount of time (HH:MM:SS) that an agent has spent performing after-call work (ACW) during a specified period of time. ACW is the work that an agent does after completing an interaction, such as updating records or sending emails. Average ACW can help you measure the productivity and quality of an agent. You can see the current average ACW of an agent in the performance view for Agents.

NEW QUESTION # 130
Which of the following attributes ensure that the interactions are routed to the most qualified agent? (Choose two.)

- A. Skills
- B. Languages
- C. Knowledge levels
- D. Medians
- E. Index Ratings

Answer: A,B

Explanation:
Explanation
Languages and skills are two attributes that ensure that the interactions are routed to the most qualified agent.
Languages and skills are ratings that indicate an agent's proficiency or preference for handling certain types of interactions or customers. For example:
* Languages indicate an agent's ability to speak or write in different languages.
* Skills indicate an agent's capability or willingness to handle different media types or queues.
Genesys Cloud CX routing uses these attributes to match each interaction with an agent who has the highest ratings for those attributes. References: https://help.mypurecloud.com/articles/about-acd-evaluation-methods/
https://help.mypurecloud.com/articles/add-language-skills-to-an-agent-profile/
https://help.mypurecloud.com/articles/add-acd-skills-to-an-agent-profile/

NEW QUESTION # 131
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. Phone name
- B. Base settings
- C. Hardware ID (MAC address)
- D. Phone model

Answer: B

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 # 132
Which of the following statements about scripts is true?

- A. Scripts are only used to configure flows when setting up Architect.
- B. Scripts can be used for inbound interactions only.
- C. Scripts can be used in all types of interactions.
- D. Scripts may be used for outbound dialing campaigns only.

Answer: C

Explanation:
Explanation
Scripts are tools that help agents handle interactions more efficiently and consistently. Scripts can be used in all types of interactions, such as voice, chat, email, etc. Scripts can provide guidance, information, or questions for the agents to use during an interaction.
Scripts can also include dynamic content, such as data actions, web pages, images, etc. References:
https://help.mypurecloud.com/articles/about-scripts/
https://help.mypurecloud.com/articles/create-a-script/

NEW QUESTION # 133
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