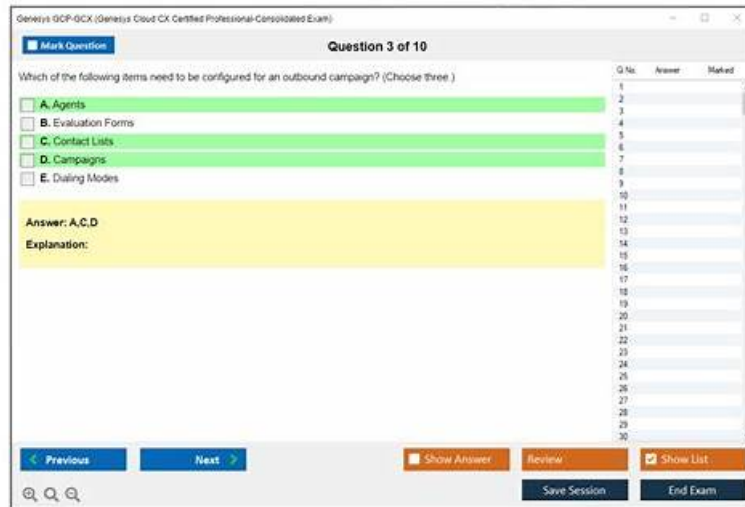


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Genesys Cloud CX platform is a cloud-based solution that offers a comprehensive set of tools for managing customer interactions. The platform provides a range of features including voice, email, chat, and social media interactions. The Genesys GCP-GCX Exam covers all aspects of this platform, from configuration and management to troubleshooting and optimization.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q112-Q117):

NEW QUESTION # 112

Files uploaded to the workspace can be shared with non-members of the Genesys Cloud CX organization.

- A. True
- B. False

Answer: A

NEW QUESTION # 113

Your customizations in the interaction view remain in effect even if you leave the view and return to it later.

- A. True
- B. False

Answer: A

NEW QUESTION # 114

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

Answer: D

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 # 115

Which of the following statements is NOT true regarding Management Units?

- A. Management Units partition agents and interactions into logical groups.
- B. Agents that handle the same set of interactions should belong to the same management unit.
- C. A maximum of 100 agents can be added to a single Management Unit.
- D. They help you create, manage, and view schedules for a group.

Answer: C

Explanation:

A maximum of 100 agents can be added to a single Management Unit is not a true statement regarding Management Units in Genesys Cloud CX Workforce Management. A Management Unit is a logical grouping of agents who handle similar types of interactions in Workforce Management. A Management Unit can have various settings configured to define its behavior and performance, such as time zone, service level target, shrinkage percentage, etc. There is no limit on the number of agents that can be added to a single Management Unit. Reference: <https://help.mypurecloud.com/glossary/management-unit/>
<https://help.mypurecloud.com/articles/create-a-management-unit/>

NEW QUESTION # 116

Select all access level permission types for workspace (Documents > Workspace) membership. (Choose three.)

- A. Partial
- **B. Read-Only**
- C. Collaborator
- D. Write-Only
- **E. Full Access**
- **F. Contributor**

Answer: B,E,F

Explanation:

Full Access, Read-Only, and Contributor are three access level permission types for workspace (Documents > Workspace) membership in Genesys Cloud CX Collaborate. Workspace is a feature that allows users to create and manage documents in Genesys Cloud CX Collaborate. Workspace provides various features and functions for users to create, edit, share, organize, and search documents within an organization. Users can have different access level permissions for workspace membership based on their roles and needs. The access level permissions for workspace membership are:

Full Access: Users can create, edit, delete, share, move, copy, tag, download, upload, and view any document in the workspace.

Read-Only: Users can only view documents in the workspace. They cannot create, edit, delete, share, move, copy, tag, download, or upload any document in the workspace.

Contributor: Users can create new documents in the workspace and edit or delete their own documents. They can also share, move, copy, tag, download, upload, and view any document in the workspace.

Some other access level permission types for workspace membership are Owner and Collaborator. Reference:

<https://help.mypurecloud.com/articles/workspace-overview/> <https://help.mypurecloud.com/articles/manage-workspace-membership/>

NEW QUESTION # 117

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