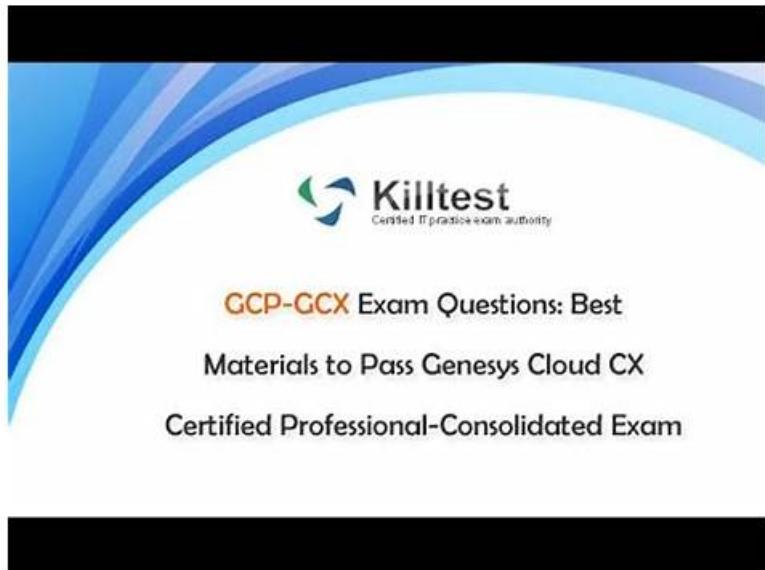# GCP-GCX exam pass guide & GCP-GCX free pdf training & GCP-GCX practice vce

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The GCP-GCX Exam is suitable for individuals who have experience in contact center operations, IT operations, or customer experience management. Genesys Cloud CX Certified Professional - Consolidated Exam certification is ideal for individuals who want to enhance their career prospects in the customer experience industry. Genesys Cloud CX Certified Professional - Consolidated Exam certification is also suitable for individuals who want to demonstrate their expertise in Genesys Cloud CX to their employers or clients.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q119-Q124):

NEW QUESTION # 119
Which of the following components can be added to scripts? (Choose four.)

- A. Text
- B. Web Page
- C. Checkbox
- D. Call Flow
- E. Image

- F. Visual Basic Control

Answer: A,B,C,D

NEW QUESTION # 120
You can develop a plan to generate reports regularly, however, Genesys Cloud CX does not allow you to run reports on demand.

- A. False
- B. True

Answer: A

Explanation:
You can develop a plan to generate reports regularly, however, Genesys Cloud CX does not allow you to run reports on demand is a false statement. You can develop a plan to generate reports regularly and also run reports on demand in Genesys Cloud CX Performance menu. Reports are tools that allow you to view various metrics and details related to your contact center performance and activities in Genesys Cloud CX. Reports can help you measure and improve various aspects of your contact center, such as:
Agent performance
Queue performance
Interaction quality
Customer satisfaction
Workforce management
You can develop a plan to generate reports regularly by scheduling reports in Genesys Cloud CX Performance menu . Scheduling reports allows you to automate the generation and delivery of reports based on various options , such as :
Report type
Report format
Report frequency
Report recipients
You can also run reports on demand by viewing reports in Genesys Cloud CX Performance menu . Viewing reports allows you to generate and display reports based on various options , such as :
Report type
Report filters
Report date range
Report columns

NEW QUESTION # 121
Jenny is monitoring five queues in real-time. She identifies one of the queues' Service Level percentage to be below the threshold level.
Which of the following will help her view specific information about the queue in real-time?

- A. Queues Activity
- B. Performance Dashboard
- C. My Queues Activity
- D. Queue Performance

Answer: D

Explanation:
Explanation
Queue Performance is a view that can help Jenny view specific information about a queue in real-time. This view shows various metrics and details related to a queue's performance and service level, such as interactions waiting, interactions interacting, longest waiting time, average speed of answer, etc. Jenny can select a queue from the list and see its current statistics in a graphical or tabular format. References:
https://help.mypurecloud.com/articles/queue-performance-view/
https://help.mypurecloud.com/articles/select-a-queue/

NEW QUESTION # 122

Which Genesys Cloud CX feature helps reduce wait time for each call?

- A. Automatic Call Distribution
- B. Skill-based Routing
- C. Workforce Management
- D. IVR

Answer: D

Explanation:
Explanation
IVR (Interactive Voice Response) is a feature that helps reduce wait time for each call. IVR is a system that allows callers to interact with an automated menu using voice commands or touch-tone keypad inputs. IVR can provide callers with information, options, or self-service functions without requiring an agent's assistance.
This way, IVR can reduce the number of calls that need to be transferred to agents and shorten the wait time for callers who need agent support. References:
https://help.mypurecloud.com/glossary/interactive-voice-response-ivr/
https://help.mypurecloud.com/articles/about-architect/

NEW QUESTION # 123
Which of the following is used to design and personalize your own working environment, allowing you to configure and store custom views for future use?

- A. Workspaces
- B. Activity
- C. Documents
- D. Evaluations

Answer: A

Explanation:
Workspaces in Genesys Cloud CX are customizable environments that allow users to design and personalize their own working area. Users can configure and store custom views, organize widgets and tools according to their specific job functions, and save these configurations for future use. This feature enhances productivity and efficiency by allowing users to tailor their environment to their workflow and access the information they need more quickly and easily.

NEW QUESTION # 124
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