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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.

The Genesys Cloud CX Certified Professional - Consolidated Exam certification exam is an online test that comprises multiple-choice questions. GCP-GCX Exam is timed, and candidates have 90 minutes to complete it. GCP-GCX exam fee is reasonable, and candidates who pass the exam receive a certificate that demonstrates their expertise in using Genesys Cloud CX solutions. Genesys Cloud CX Certified Professional - Consolidated Exam certification is valid for two years, after which candidates are required to recertify to maintain their certification status.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q82-Q87):

NEW QUESTION # 82

Which of the following items need to be configured for an outbound campaign? (Choose three.)

- A. Evaluation Forms
- B. Contact Lists
- C. Campaigns
- D. Dialing Modes
- E. Agents

Answer: B,C,E

NEW QUESTION # 83

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

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

Answer: B,C

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 # 84

Select the factors which can cause report generation failures and increased runtimes. (Choose two.)

- A. Running reports during peak hours.
- B. Asking every team member to run and save a copy of the report.

- C. Reviewing and ensuring the usage of scheduled reports.
- D. Adjusting report parameters in order to include fewer agents, queues, and interactions.

Answer: A,B

Explanation:

Running reports during peak hours and asking every team member to run and save a copy of the report are two factors that can cause report generation failures and increased runtimes. Running reports during peak hours can put additional load on the system and affect its performance and availability. Asking every team member to run and save a copy of the report can create redundant data and consume unnecessary storage space. To avoid these issues, you can follow some best practices for running reports, such as:

Run reports during off-peak hours or schedule them for later delivery.

Share reports with other users instead of creating multiple copies.

Adjust report parameters to include only relevant data and filters.

Review and delete unused or outdated reports regularly. Reference: <https://help.mypurecloud.com/articles/best-practices-for-running-reports/> <https://help.mypurecloud.com/articles/share-a-report/>

NEW QUESTION # 85

Select all the question types available while creating an Evaluation Form. (Choose three.)

- A. Yes/No
- B. Multiple Response
- C. Fill in the blank
- D. Range
- E. Multiple Choice

Answer: A,D,E

Explanation:

Multiple Choice, Yes/No, and Range are three question types available while creating an Evaluation Form in Genesys Cloud CX Quality Management. An Evaluation Form is a template that defines the structure and content of an evaluation. An Evaluation Form consists of various questions that assess different aspects of an agent interaction based on predefined criteria and scoring methods. You can use different types of questions to create an Evaluation Form based on your needs. The other available question types are Comment Box and Scored Comment Box. Reference: <https://help.mypurecloud.com/articles/about-evaluation-forms/> <https://help.mypurecloud.com/articles/create-an-evaluation-form/>

NEW QUESTION # 86

Where can you add preconfigured settings to the phones?

- A. Admin > Telephone > Phone Management > Calls
- B. Admin > Telephone > Phone Management > Base Settings
- C. Admin > Telephone > Phone Management > Phones

Answer: B

Explanation:

Admin > Telephone > Phone Management > Base Settings is where you can add preconfigured settings to the phones in Genesys Cloud CX Telephony Admin menu. Base settings are sets of configuration options that apply to one or more phones in Genesys Cloud CX. Base settings can include various options, such as:

Phone model

Firmware version

Line keys

Soft keys

Feature keys

You can add base settings to the phones by creating and assigning base settings profiles in Genesys Cloud CX Telephony Admin menu. Base settings profiles are templates that contain one or more base settings that apply to a group of phones based on their model or firmware version. Reference: <https://help.mypurecloud.com/articles/base-settings-overview/> <https://help.mypurecloud.com/articles/create-a-base-settings-profile/>

NEW QUESTION # 87

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