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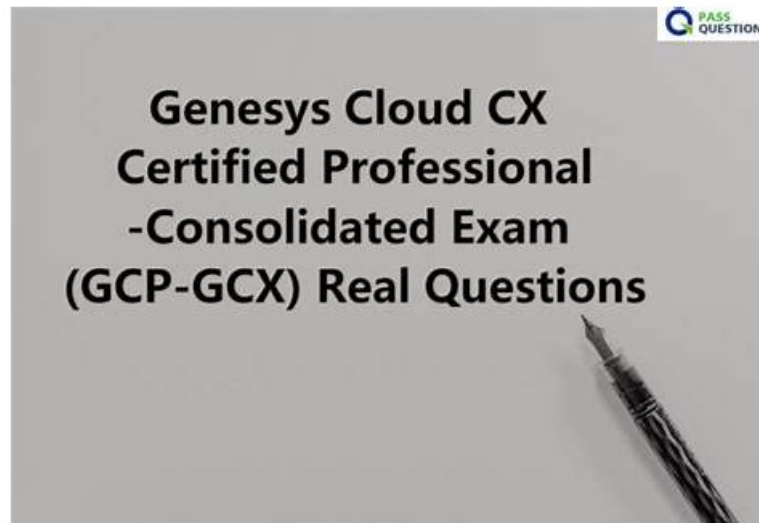
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To prepare for the Genesys GCP-GCX Certification Exam, individuals can take training courses and study materials provided by Genesys. These courses cover a wide range of topics related to Genesys Cloud CX, including installation and configuration, 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.

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The exact replica of the real Genesys GCP-GCX exam questions is another incredible feature of the web-based practice test software. With this, you can kill your Genesys GCP-GCX exam anxiety. Another format of the Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) practice test material is the GCP-GCX desktop practice exam software. All traits of the web-based GCP-GCX practice test are present in this version.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q132-Q137):

NEW QUESTION # 132
Which of the following reports display the number of interactions handled by an agent per day? (Choose two.)

- A. Agent Metrics Report
- B. Agent Quality Details Report
- C. Agent Login-Logout Details Report
- D. Agent Metrics Export Report

Answer: D

NEW QUESTION # 133

Bullseye routing method relaxes the required skills as the selection pool expands from one ring to the next.

What is the maximum number of rings that can be defined for Bullseye routing?

- A. 0
- B. 1
- C. 2
- D. 3

Answer: B

Explanation:

The maximum number of rings that can be defined for Bullseye routing is 6. Bullseye routing is a type of AND Evaluation Method that evaluates agents based on predefined rings of skill requirements that relax as the selection pool expands from one ring to the next. Each ring can have one or more required skills and a minimum proficiency level for each skill. The first ring has the strictest skill requirements and the last ring has the loosest skill requirements. Reference: https://help.mypurecloud.com/articles/bullseye-routing/

NEW QUESTION # 134

Which of the following operating systems are supported by Genesys Cloud CX mobile applications? (Choose two.)

- A. iOS
- B. Windows 10 Mobile
- C. Harmony OS
- D. Android

Answer: A,D

Explanation:

Explanation

iOS and Android are two operating systems that are supported by Genesys Cloud CX mobile applications.

Genesys Cloud CX mobile applications are apps that allow users to access various features and functions of Genesys Cloud CX on their mobile devices, such as smartphones or tablets. Genesys Cloud CX mobile applications are available for iOS and Android devices and can be downloaded from the App Store or Google Play Store respectively. Genesys Cloud CX mobile applications enable users to communicate and collaborate with other users, manage their status and availability, view their performance metrics and notifications, and more. References: https://help.mypurecloud.com/articles/about-genesys-cloud-mobile-apps/ https://help.mypurecloud.com/articles/install-the-genesys-cloud-mobile-app/

NEW QUESTION # 135

You have just added a new document to Genesys Cloud CX, and want everyone in the organization to have access to it.

What must you do to ensure that users can find the document when needed?

- A. Ensure that the document name is easy to search for.
- B. Add meaningful tags to the document.
- C. Number the document such that it appears on the top of the list.
- D. Add a priority of "High" to the document.

Answer: A

NEW QUESTION # 136

If you have not created any additional templates, you will have several default template options when creating a new script.

These default templates are: (Choose four.)

- A. Collection Script Template
- B. Default Inbound Script
- C. Blank Script
- D. Sales Script Template
- E. Default Outbound Script
- F. Default Callback Script

Answer: B,C,E,F

Explanation:
Blank Script, Default Callback Script, Default Inbound Script, and Default Outbound Script are four default template options when creating a new script if you have not created any additional templates. A template is a reusable script layout that defines the structure and content of a script. You can use templates to create scripts faster and more consistently. Genesys Cloud CX provides four default templates for different types of scripts:
Blank Script is an empty template that allows you to create a script from scratch.
Default Callback Script is a template for scripts that handle callback interactions.
Default Inbound Script is a template for scripts that handle inbound interactions.
Default Outbound Script is a template for scripts that handle outbound interactions.
You can also create your own custom templates for scripts based on your needs. Reference:
https://help.mypurecloud.com/articles/create-a-script-template/ https://help.mypurecloud.com/articles/create-a-script-from-a-template/

NEW QUESTION # 137
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