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The field of Genesys is growing rapidly and you need the Genesys GCP-GCX certification to advance your career in it. But clearing the Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) test is not an easy task. Applicants often don't have enough time to study for the GCP-GCX Exam. They are in desperate need of real GCP-GCX exam questions which can help them prepare for the Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) test successfully in a short time.

Genesys GCP-GCX certification exam is designed to test the knowledge and skills of professionals who work with Genesys Cloud CX technology. Genesys Cloud CX Certified Professional - Consolidated Exam certification is aimed at individuals who want to demonstrate their expertise in this field and are looking to advance their careers in the contact center industry. GCP-GCX exam covers a range of topics related to Genesys Cloud CX, including administration, configuration, and troubleshooting.

Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is a comprehensive certification program designed for professionals who work with the Genesys Cloud CX platform. GCP-GCX Exam covers a wide range of topics related to the Genesys Cloud CX platform, including installation, configuration, and administration. Genesys Cloud CX Certified Professional - Consolidated Exam certification is recognized as a benchmark of expertise and proficiency in the use of the Genesys Cloud CX platform, and passing GCP-GCX exam is a significant achievement for professionals in the field.

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Since the content of the examination is also updating daily, you will need real and latest Genesys GCP-GCX Exam Dumps to prepare successfully for the GCP-GCX certification exam in a short time. People who don't study from updated Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) questions fail the examination and loss time and money.

Genesys GCP-GCX exam is a comprehensive exam that covers a range of topics related to the Genesys Cloud CX platform. This includes topics such as configuring routing strategies, managing interactions, creating and managing users and groups, configuring reporting and analytics, and troubleshooting common issues. GCP-GCX Exam is designed to test an individual's ability to apply their

knowledge of the platform to real-world scenarios and to ensure that they have the skills necessary to effectively manage and support the platform.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q133-Q138):

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: A

Explanation:

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. References: <https://help.mypurecloud.com/articles/bullseye-routing/>

NEW QUESTION # 134

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

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

Answer: C

Explanation:

Explanation

The Agent Metrics Export Report and the Agent Metrics Report are two reports that display the number of interactions handled by an agent per day. These reports show various metrics related to agent performance and productivity, such as total interactions, average handle time, average talk time, average after call work time, etc. These reports can be filtered by date range, media type, queue, and agent. References:

<https://help.mypurecloud.com/articles/agent-metrics-export-report/>

<https://help.mypurecloud.com/articles/agent-metrics-report/>

NEW QUESTION # 135

Which of the following statements is NOT true regarding numbering plan?

- **A. It has to be created manually.**
- B. It is a telecommunication scheme where telephone numbers are assigned to subscribers and telephony endpoints.
- C. Numbering plan is also known as a dial plan.
- D. Numbering plan can be added or modified based on the organizational requirements.

Answer: A

Explanation:

Explanation

It has to be created manually is not a true statement regarding numbering plan in Genesys Cloud CX Telephony Admin menu. A numbering plan is a telecommunication scheme that assigns telephone numbers to subscribers and telephony endpoints in Genesys Cloud CX. A numbering plan can also define various aspects of call routing, such as:

* How many digits are required to dial a destination number

* Which digits are used to identify a country code, area code, or extension
 * Which digits are used to access an outside line or an operator
 * Which digits are used to indicate an emergency number or a special service A numbering plan does not have to be created manually in Genesys Cloud CX Telephony Admin menu .
 Genesys Cloud CX provides a set of default number plans that work for most users . You can also add and modify number plans with the following procedure . The Number Plan information page provides more details on the Genesys Cloud CX number plan implementation . References:
<https://help.mypurecloud.com/articles/number-plan-information/>
<https://help.mypurecloud.com/articles/add-number-plan/>

NEW QUESTION # 136

Which view displays current metrics and information about queues if you have a membership?

- A. Queues Performance
- **B. My Queues Activity**
- C. Queues Activity
- D. Queues

Answer: B

NEW QUESTION # 137

Profiles can contain various types of information about people in the organization. Why it is essential to have employees complete their profile information?

- A. When employees have free time, they can review biographies of their peers.
- B. The education information can be verified against the human resources database.
- **C. Searches performed in the Genesys Cloud CX suite use information in the profile to return appropriate results.**
- D. The profile information can be used to keep LinkedIn details updated.

Answer: C

NEW QUESTION # 138

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