

GCP-GCX Latest Exam Vce | GCP-GCX Certification Dumps



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The Genesys GCP-GCX exam questions on the platform have been gathered by subject matter experts to ensure that they accurately reflect the format and difficulty level of the actual Genesys GCP-GCX exam. This makes these Genesys Cloud CX Certified Professional - Consolidated Exam PDF Questions ideal for individuals looking to pass the Genesys GCP-GCX Exam on their first try. You can evaluate the product with a free GCP-GCX demo.

Genesys GCP-GCX certification exam is designed for professionals with a minimum of six months of experience working with Genesys Cloud CX. Candidates for the exam should have a solid understanding of contact center concepts and technologies, as well as experience with Genesys Cloud CX administration and configuration. GCP-GCX Exam consists of 65 multiple-choice questions and must be completed within 90 minutes.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q124-Q129):

NEW QUESTION # 124

Which user role is required to perform the deployment and installation of the Genesys Cloud CX organization?

- A. employee

- B. admin
- C. User
- D. Supervisor

Answer: B

NEW QUESTION # 125

Which dialing mode allows the agent to see customer information before dialing?

- A. Predictive
- B. Preview
- C. Power
- D. Progressive

Answer: B

Explanation:

In Genesys Cloud CX, the Preview dialing mode is specifically designed to allow agents to review customer information before initiating the call. This mode presents the agent with customer details and relevant context before the dialing process begins, enabling the agent to prepare for the interaction and tailor their approach based on the customer's history and needs. This preparation can lead to more personalized and effective customer engagements.

NEW QUESTION # 126

Which of the following metrics represents the average amount of time an interaction waits in queue before an agent answers it?

- A. Average Speed of Answer
- B. After Call Work
- C. Average Talk Time
- D. Average Handle Time

Answer: A

Explanation:

Average Speed of Answer (ASA) is the metric that represents the average amount of time an interaction waits in queue before an agent answers it. ASA is calculated by dividing the total wait time of answered interactions by the number of answered interactions. ASA is an important metric for measuring service level and customer satisfaction. Reference: <https://help.mypurecloud.com/glossary/average-speed-of-answer/> <https://help.mypurecloud.com/articles/queue-performance-summary-report/>

NEW QUESTION # 127

Select the features available in Genesys Cloud CX Architect. (Choose three.)

- A. Receive and route calls
- B. Play pre-recorded messages
- C. Create skills
- D. Configure queues
- E. Convert text to speech

Answer: A,C,D

NEW QUESTION # 128

Where can you view agent evaluation scores, evaluation activity, and calibration activity in real-time?

- A. Admin > Contact Center
- B. Admin > Quality
- C. Performance > Overview (Evaluations)

- Answer: C**

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