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Genesys GCP-GCX certification exam is an essential certification for professionals in the contact center industry who work with the Genesys Cloud CX platform. GCP-GCX exam is designed to test the proficiency of professionals in the use of the platform's features and functionalities, and it covers various aspects of the Genesys Cloud CX platform. Candidates who pass the GCP-GCX certification exam can demonstrate their expertise in the platform, which can help them advance their careers and open up new opportunities in the contact center industry.

Genesys GCP-GCX Certification is recognized by organizations worldwide. Employers value this certification as it demonstrates the candidate's ability to implement and configure Genesys Cloud CX solutions. Genesys Cloud CX Certified Professional - Consolidated Exam certification also shows that the candidate has a comprehensive understanding of customer experience management, which is a critical skill in today's competitive market.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q31-Q36):

NEW QUESTION # 31

Which report displays the length of each session for one or more agents over a specified period of time?

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

Answer: A

Explanation:

The Agent Login-Logout Details Report is the report that displays the length of each session for one or more agents over a specified period of time in Genesys Cloud CX Performance menu. The Agent Login-Logout Details Report is a report that shows the times when agents logged in and out and the duration of each login session during a range of hours that you specify within a day. The report displays the timestamps in the tenant's standard time zone. If an agent logs in to multiple DNs, the duration of the agent's overall login session, which is captured by the Active Time metric, begins with the first login event and ends with the last logout event. If the agent continues to be logged in over a two-day time span (or longer) and is not forcibly logged out by the system, login duration is split over each calendar day.

The Agent Login-Logout Details Report can help you measure and improve various aspects of your agent performance and activities, such as:

Availability
Productivity
Conduct
Satisfaction

You can view the Agent Login-Logout Details Report by selecting it from the Agents folder in Genesys Cloud CX Performance menu . You can also customize the report by setting various parameters, such as:

Pre-set Day Filter
Report Date
Agent Group
Agent
Media Type

NEW QUESTION # 32

You must define the phone configuration in Genesys Cloud CX to associate with a physical phone.

What binds the phone's settings in Genesys Cloud CX to a physical phone?

- A. Base settings
- B. Hardware ID (MAC address)
- C. Phone model
- D. Phone name

Answer: B

Explanation:

Explanation

The hardware ID (MAC address) is what binds the phone's settings in Genesys Cloud CX to a physical phone.

A hardware ID is a unique identifier for each network device, such as a phone. You can define the phone configuration in Genesys Cloud CX by specifying various settings, such as phone name, phone model, base settings, line appearance, etc. However, to associate these settings with a physical phone, you need to enter the hardware ID of the phone in Genesys Cloud CX. References:

<https://help.mypurecloud.com/articles/about-phones/> <https://help.mypurecloud.com/articles/add-a-phone/>

NEW QUESTION # 33

Which of the following statements about scripts is true?

- **A. Scripts can be used in all types of interactions.**
- B. Scripts can be used for inbound interactions only.
- C. Scripts are only used to configure flows when setting up Architect.
- D. Scripts may be used for outbound dialing campaigns only.

Answer: A

Explanation:

Scripts are tools that help agents handle interactions more efficiently and consistently. Scripts can be used in all types of interactions, such as voice, chat, email, etc. Scripts can provide guidance, information, or questions for the agents to use during an interaction. Scripts can also include dynamic content, such as data actions, web pages, images, etc. Reference:

<https://help.mypurecloud.com/articles/about-scripts/> <https://help.mypurecloud.com/articles/create-a-script/>

NEW QUESTION # 34

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

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

Answer: A

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 # 35

What additional functionality does Communicate bring to Genesys Cloud CX?

- A. Call center features, such as ACD and scripting.
- B. Knowledge-based features, such as FAQs and communities.
- C. Directory capabilities, such as advanced search, profiles, and keyword searching.
- **D. Unified communications features, such as telephony, unified messaging, voice conferencing, and auto-attendant.**

Answer: D

Explanation:

Communicate is a feature that brings unified communications features to Genesys Cloud CX, such as telephony, unified messaging, voice conferencing, and auto-attendant. Communicate allows users to make and receive phone calls, send and receive messages, join voice conferences, and access voicemail within Genesys Cloud CX. Communicate also integrates with third-party applications, such as Salesforce, Microsoft Teams, Zoom, etc. Reference: <https://www.genesys.com/pricing> <https://www.genesys.com/genesys-cloud/features/communicate>

NEW QUESTION # 36

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