

GCP-GCX Valid Test Sample - Simulation GCP-GCX Questions

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q100-Q105):

NEW QUESTION # 100

Which Genesys Cloud CX feature presents caller info to an agent and allows the user to update or collect the information?

- A. Dialog boxes
- B. Toast pop-ups
- C. Scripts
- D. IVR prompts

Answer: C

Explanation:

Explanation

Scripts are Genesys Cloud CX features that present caller info to an agent and allow the user to update or collect the information. Scripts are predefined sets of questions or instructions that guide agents through interactions with customers. Scripts can display customer information from various sources, such as data actions or data dips, and allow agents to enter or update information during or after an interaction. References:

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

NEW QUESTION # 101

If you have not configured an email address to report issues to, Genesys Cloud CX:

- A. Does not route the emails to any email address.
- B. Collects such emails and stores it until an email address to report issues is configured.
- C. Automatically creates an email address and routes all such emails to this address.
- D. Sends the emails to anyone who has the admin role assigned in your organization.

Answer: B

NEW QUESTION # 102

_____ binds the numbering plan with the trunk.

- A. Edge
- B. Edge Group
- C. Inbound route
- D. Outbound route

Answer: D

Explanation:

Explanation

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Genesys GCP-GCX certification exam is an excellent opportunity for professionals who want to demonstrate their proficiency in managing Genesys Cloud CX and provide top-notch customer service to their clients. By passing GCP-GCX exam, individuals can advance their career in the contact center industry and become more valuable to their organization. With the help of various resources provided by Genesys, individuals can prepare for the exam and gain the necessary skills and knowledge to become certified professionals.

Genesys GCP-GCX certification exam is an industry-standard certification that is designed to measure the skills and knowledge of professionals in the contact center industry. Genesys Cloud CX Certified Professional - Consolidated Exam certification is intended for professionals who have experience and knowledge in the Genesys Cloud CX platform. The GCP-GCX Certification Exam is a consolidated exam that covers various aspects of the Genesys Cloud CX platform.

Genesys GCP-GCX certification exam is a consolidated exam that covers a wide range of topics related to Genesys Cloud CX. It is

designed to test the knowledge and skills of individuals who work with Genesys Cloud CX on a regular basis, including administrators, developers, and consultants. GCP-GCX exam consists of multiple-choice questions and is available in multiple languages.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q134-Q139):

NEW QUESTION # 134

Routing is a part of customer communication that connects the customer with an appropriate automated resource or agent.

- A. True
- B. False

Answer: A

Explanation:

Routing is a part of customer communication that connects the customer with an appropriate automated resource or agent. Routing is a process that determines how to handle incoming interactions based on various criteria, such as customer profile, agent skills, queue availability, etc. Routing can direct interactions to different resources, such as IVR menus, chatbots, voicebots, agents, queues, etc. Routing can also optimize the customer experience and the contact center performance by matching each interaction with the best available resource. Reference: <https://help.mypurecloud.com/glossary/routing/> <https://help.mypurecloud.com/articles/about-routing/>

NEW QUESTION # 135

The license used by a user is determined by the permissions enabled in the roles assigned to that user.

- A. True
- B. False

Answer: A

Explanation:

The license used by a user is determined by the permissions enabled in the roles assigned to that user. Genesys Cloud CX offers different types of licenses with different levels of access and functionality. Each license corresponds to a set of permissions that enable or disable certain features within Genesys Cloud CX. When a user is assigned a role, they inherit the permissions associated with that role, which in turn determines their license type. Reference: <https://help.mypurecloud.com/articles/about-licenses/> <https://help.mypurecloud.com/articles/assign-licenses-to-users/>

NEW QUESTION # 136

Which of the following best defines the performance view for Queues?

- A. Used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.
- B. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.
- C. Used to view historical data only.
- D. Used to monitor real-time contact center metrics.

Answer: A

Explanation:

Reference:

The performance view for Queues is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents in Genesys Cloud CX Performance menu. The performance view for Queues is a view that shows various metrics and details related to queue performance and activities in Genesys Cloud CX. The performance view for Queues can help you measure and improve various aspects of your queue performance and activities, such as:

Service level

Abandon rate

Average speed of answer

Average handle time

Interaction volume

The performance view for Queues is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents because:

Real-time metrics are metrics that show the current data for agents, queues, skills, interactions, and flows. Real-time metrics are updated every 10 minutes in Genesys Cloud CX Performance menu . You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.

Historical metrics are metrics that show the past data for agents, queues, skills, interactions, and flows. Historical metrics are stored every 10 minutes in Genesys Cloud CX Performance menu . You can see the historical values of various metrics by using the date filter or the pre-set day filter.

Service level % is a metric that shows the percentage of interactions that were answered within a target time threshold during a specified period of time. Service level % can help you measure the quality and efficiency of your queue performance and activities. You can see the real-time and historical service level % of a queue in the performance view for Queues.

Abandon % is a metric that shows the percentage of interactions that were abandoned by the customer or caller before reaching an agent during a specified period of time. Abandon % can help you measure the quality and efficiency of your queue performance and activities. You can see the real-time and historical abandon % of a queue in the performance view for Queues.

Customers waiting is a metric that shows the number of customers or callers who are currently waiting in a queue to be connected to an agent. Customers waiting can help you measure the demand and capacity of your queue performance and activities. You can see the real-time customers waiting of a queue in the performance view for Queues.

Active agents is a metric that shows the number of agents who are currently logged in to Genesys Cloud CX and are available to handle interactions in a queue. Active agents can help you measure the availability and productivity of your queue performance and activities. You can see the real-time active agents of a queue in the performance view for Queues.

NEW QUESTION # 137

Genesys Cloud CX comes with a predefined set of number plans and outbound routes - Users cannot customize new number plans and outbound routes.

- A. True
- B. False

Answer: B

Explanation:

Genesys Cloud CX provides the flexibility to customize telephony configurations, including the creation of new number plans and outbound routes. This allows organizations to tailor their telephony setup to their specific operational needs and call routing strategies, ensuring optimal call management and efficiency.

NEW QUESTION # 138

From the Interactions View, it is possible to access the details of only Inbound interactions.

- A. True
- B. False

Answer: A

NEW QUESTION # 139

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