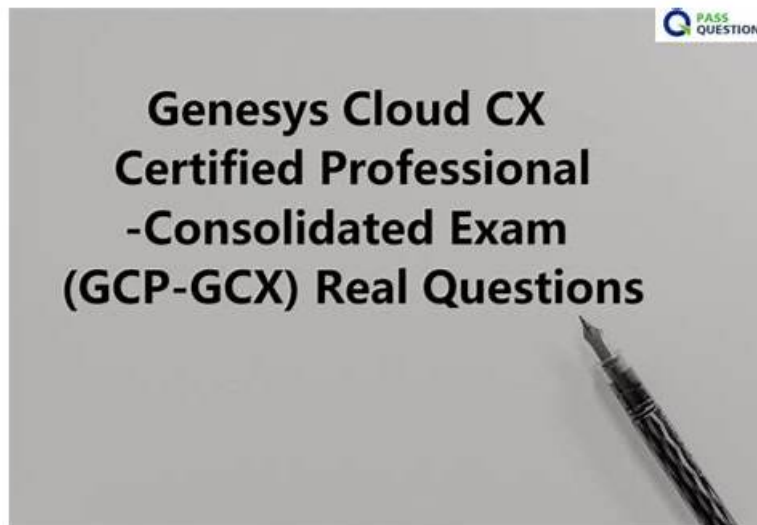


GCP-GCX Exam Preparatory: Genesys Cloud CX Certified Professional - Consolidated Exam & GCP-GCX Test Questions



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Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is a comprehensive certification exam designed for professionals who want to demonstrate their knowledge and skills in using the Genesys Cloud CX platform. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam covers a wide range of topics related to Genesys Cloud CX, including call routing, interaction recording, and chatbot development. GCP-GCX Exam is designed to test the candidate's understanding of the platform and their ability to use it effectively to provide excellent customer service.

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Genesys GCP-GCX Certification Exam is designed to be comprehensive and challenging, covering a wide range of topics related to Genesys Cloud CX. GCP-GCX exam tests the candidate's ability to configure and deploy Genesys Cloud CX, troubleshoot issues, and optimize performance. Genesys Cloud CX Certified Professional - Consolidated Exam certification program also covers advanced topics such as integration with third-party systems and security.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q135-Q140):

NEW QUESTION # 135

Instant messaging costs are significantly less than long-distance phone conversations.

- A. True
- B. False

Answer: A

Explanation:

Explanation

Instant messaging costs are significantly less than long-distance phone conversations is a true statement.

Instant messaging is a form of communication that allows users to exchange text messages in real time over the internet or other networks using various devices or platforms. Instant messaging costs are usually based on data usage or subscription fees rather than distance or duration of communication. Long-distance phone conversations are forms of communication that allow users to exchange voice messages over phone lines or cellular networks across different geographic regions or countries. Long-distance phone conversations costs are usually based on distance and duration of communication as well as carrier rates or taxes. References:

<https://www.genesys.com/glossary/instant-messaging>

<https://www.genesys.com/glossary/long-distance-phone-conversation>

NEW QUESTION # 136

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

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

Answer: C

Explanation:

Explanation

The performance view for Agents is used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW in Genesys Cloud CX Performance menu. The performance view for Agents is a view that shows various metrics and details related to agent performance and activities in Genesys Cloud CX. The performance view for Agents can help you measure and improve various aspects of your agent performance and activities, such as:

- * Availability
- * Productivity
- * Quality
- * Conduct
- * Satisfaction

The performance view for Agents is used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW 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.

* Status is a metric that shows the current state of an agent in Genesys Cloud CX. Status can indicate whether an agent is available to handle interactions, busy with an interaction, or away from their workstation. Status can also indicate the reason why an agent is away or busy. You can see the current status of an agent in the performance view for Agents.

* Time in status is a metric that shows the amount of time (HH:MM:SS) that an agent has spent in their current status. Time in status can help you measure the availability and productivity of an agent. You can see the current time in status of an agent in the performance view for Agents.

* Calls answered is a metric that shows the number of calls that an agent has answered during a specified period of time. Calls answered can help you measure the productivity and quality of an agent. You can see the current calls answered by an agent in the performance view for Agents.

* Average talk time is a metric that shows the average amount of time (HH:MM:SS) that an agent has spent talking with customers during a specified period of time. Average talk time can help you measure the productivity and quality of an agent. You can see the current average talk time of an agent in the performance view for Agents.

* Average ACW is a metric that shows the average amount of time (HH:MM:SS) that an agent has spent performing after-call work (ACW) during a specified period of time. ACW is the work that an agent does after completing an interaction, such as updating records or sending emails. Average ACW can help you measure the productivity and quality of an agent. You can see the current average ACW of an agent in the performance view for Agents.

References: <https://help.mypurecloud.com/articles/performance-dashboards-overview/>

<https://help.mypurecloud.com/articles/agents-performance-views-overview/>

<https://help.mypurecloud.com/articles/agent-status-overview/>

NEW QUESTION # 137

Which Genesys Cloud CX feature helps reduce wait time for each call?

- A. Automatic Call Distribution
- B. IVR
- C. Workforce Management
- D. Skill-based Routing

Answer: D

NEW QUESTION # 138

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

Answer: A

Explanation:

Adding meaningful tags to the document is what you must do to ensure that users can find the document when needed after you have added a new document to Genesys Cloud CX Collaborate Workspace. Tags are keywords or phrases that describe the content or purpose of a document in Workspace. Tags help users to find documents faster and easier by using filters or search queries based on tags. You can add tags to a document when you create or edit it in Workspace. Reference:

<https://help.mypurecloud.com/articles/add-tags-to-a-document/> <https://help.mypurecloud.com/articles/search-for-a-document/>

NEW QUESTION # 139

Your customizations in the interaction view remain in effect even if you leave the view and return to it later.

- A. True
- B. False

Answer: A

Explanation:

Your customizations in the interaction view remain in effect even if you leave the view and return to it later is a true statement. The interaction view is a view that shows various metrics and details related to interaction performance and activities in Genesys Cloud CX Performance menu. The interaction view can help you measure and improve various aspects of your interaction performance and activities, such as:

Interaction volume

Interaction quality

Interaction outcomes

Interaction flows

Your customizations in the interaction view remain in effect even if you leave the view and return to it later because:

You can customize the interaction view by using various filters and columns to show only certain data. For example, you can choose to show only certain columns or filter to see certain types of interactions. You can also save your filter and column settings as a saved view to switch quickly between different data of interest in the same view.

Your customizations remain as you navigate from view to view or leave and return to a view. This means that Genesys Cloud CX

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