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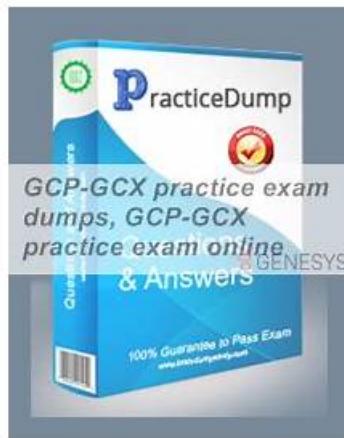

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Genesys GCP-GCX Certification Exam covers a broad range of topics, including but not limited to, Genesys Cloud CX architecture, deployment, configuration, troubleshooting, and integration with other third-party applications. GCP-GCX exam is designed to test the proficiency of professionals in both technical and business aspects of Genesys Cloud CX. GCP-GCX exam is a combination of multiple-choice and scenario-based questions, testing the practical application of knowledge and skills.

Genesys Cloud CX platform is a comprehensive cloud-based contact center solution that enables businesses to provide exceptional customer experiences. The platform offers a range of features and functionalities such as voice, email, chat, and social media channels, as well as workforce optimization, analytics, and reporting capabilities. The GCP-GCX Certification Exam is designed to test the proficiency of professionals in the use of these features and functionalities.

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Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Exam is designed to test the skills and knowledge of professionals who work with Genesys Cloud CX. GCP-GCX exam is specifically targeted towards individuals who are responsible for the implementation, configuration, and maintenance of Genesys Cloud CX solutions. The GCP-GCX Exam is an industry-recognized certification that showcases the proficiency of individuals who are experts in the Genesys Cloud CX platform.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q89-Q94):

NEW QUESTION # 89
Which of following file formats are available to export a report? (Choose three.)

- A. .docx
- B. .txt
- C. .xlsx
- D. .xls
- E. .pdf
- F. .doc

Answer: D,E,F

NEW QUESTION # 90
Where do you add the list of IP or CIDR addresses which are allowed or denied access to an External or Phone Trunk?

- A. Availability
- B. Calling
- C. SIP Access Control
- D. Outbound

Answer: C

NEW QUESTION # 91
Which of the following metrics represents the average amount of time an interaction waits in queue before an agent answers it?

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

Answer: D

NEW QUESTION # 92
Select the factors which can cause report generation failures and increased runtimes. (Choose two.)

- A. Reviewing and ensuring the usage of scheduled reports.
- B. Asking every team member to run and save a copy of the report.
- C. Adjusting report parameters in order to include fewer agents, queues, and interactions.
- D. Running reports during peak hours.

Answer: B,D

Explanation:
Explanation

Running reports during peak hours and asking every team member to run and save a copy of the report are two factors that can cause report generation failures and increased runtimes. Running reports during peak hours can put additional load on the system and affect its performance and availability. Asking every team member to run and save a copy of the report can create redundant data and consume unnecessary storage space. To avoid these issues, you can follow some best practices for running reports, such as:
* Run reports during off-peak hours or schedule them for later delivery.
* Share reports with other users instead of creating multiple copies.
* Adjust report parameters to include only relevant data and filters.
* Review and delete unused or outdated reports regularly. References:
https://help.mypurecloud.com/articles/best-practices-for-running-reports/
https://help.mypurecloud.com/articles/share-a-report/

NEW QUESTION # 93
If the issue reporting email address is not set up in the Genesys Cloud CX system, any employee with an administrative role within the organization will receive the email.

- A. False
- B. True

Answer: A

Explanation:
In Genesys Cloud CX, the issue reporting email address is a configurable setting that determines where reports of system issues are sent. If this address is not set up, system issues will not automatically be emailed to all employees with administrative roles. Instead, issues need to be reported through the designated support channels or by manually notifying the appropriate individuals or teams within the organization.

NEW QUESTION # 94
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