

Genesys GCP-GCX Lab Questions, GCP-GCX Latest Test Format

Genesys GCP-GCX

Genesys Cloud CX Certified Professional - Consolidated Exam

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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:
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 Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q54-Q59):

NEW QUESTION # 54

While Alex is monitoring queue reports, Sam deletes an inactive agent from the queue. Will this affect the metrics that Alex is monitoring?

- A. No
- B. Yes

Answer: A

Explanation:

Explanation

No, deleting an inactive agent from the queue will not affect the metrics that Alex is monitoring in queue reports in Genesys Cloud CX Performance menu. A queue report is a report that shows various metrics and details related to queue performance and activities in Genesys Cloud CX. A queue report can help you measure and improve various aspects of your queue, such as:

- * Service level
- * Abandon rate
- * Average speed of answer
- * Average handle time
- * Interaction volume

Deleting an inactive agent from the queue will not affect the metrics that Alex is monitoring in queue reports because:

* A queue report only counts interactions that spent time in the queue, but an agent-based report counts any interactions an agent worked with. This means that the totals in a queue report and an agent-based report may not match exactly, even if they include the same agents or queues. This is because a queue is a stand-alone entity from the perspective of Genesys Cloud CX reports, and queue metrics and agent metrics can differ for various reasons, such as:

- * An interaction spends time in multiple queues
- * An interaction abandons before an agent handles it
- * An agent is a member of more than one queue
- * An inactive agent is an agent who has not logged in to Genesys Cloud CX or has logged out. An inactive agent does not affect the metrics in queue reports because they do not contribute to various metrics and details related to queue performance and activities, such as:
- * Offered count
- * Answered count
- * Abandoned count
- * Transfer count

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

<https://help.mypurecloud.com/articles/queue-report-and-agent-report-totals-differ-by-design/>

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

NEW QUESTION # 55

Which platform component manages account configuration, directory search, user membership, phone call routing, and agent assignment?

- A. Public Interface Services
- B. Application Services
- C. Communication Services
- D. Core Services

Answer: D

NEW QUESTION # 56

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

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

Answer: C

NEW QUESTION # 57

Unused reports need to be disabled manually to prevent unnecessary load on the system.

- A. False
- B. True

Answer: A

Explanation:

Explanation

Unused reports do not need to be disabled manually to prevent unnecessary load on the system. Genesys Cloud CX automatically disables reports that have not been run for more than 90 days. This feature helps optimize system performance and reduce resource consumption. You can re-enable disabled reports at any time from the Reports page in Genesys Cloud CX Admin. References:

<https://help.mypurecloud.com/articles/about-reports/>

<https://help.mypurecloud.com/articles/disable-and-enable-reports/>

NEW QUESTION # 58

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

- A. False
- B. True

Answer: A

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 # 59

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