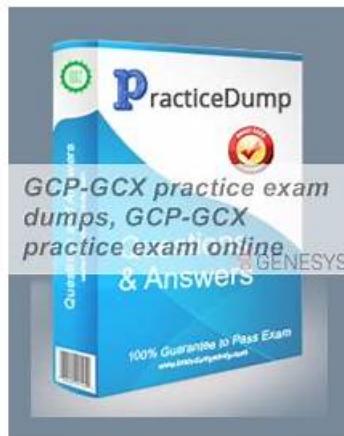# Pass-guaranteed GCP-GCX Exam Practice Display the High-quality Training Materials - Exam-Killer

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The GCP-GCX Exam is a comprehensive exam that covers all aspects of Genesys Cloud CX. GCP-GCX exam is designed to test individuals on their knowledge of the platform, as well as their ability to apply that knowledge in practical scenarios. The GCP-GCX Exam is an important certification for professionals who work with Genesys Cloud CX and is highly valued by employers. By passing the GCP-GCX Exam, professionals can demonstrate their proficiency in Genesys Cloud CX and open up new career opportunities in the field.

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The GCP-GCX Exam is an important certification for anyone who works with the Genesys Cloud CX platform. This includes

customer service managers, IT professionals, and call center operators. By obtaining this certification, individuals can demonstrate their expertise in the platform and increase their value to their employer. This can lead to better job opportunities, higher salaries, and more challenging assignments.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q10-Q15):

NEW QUESTION # 10
Select all the question types available while creating an Evaluation Form. (Choose three.)

- A. Multiple Choice
- B. Range
- C. Yes/No
- D. Multiple Response
- E. Fill in the blank

Answer: A,C,D

NEW QUESTION # 11
Genesys Cloud CX recommends that you deploy Edges in an N+1 configuration.
In the event that an active Edge fails or goes offline for routine maintenance, this configuration ensures that you can:

- A. Place and receive both ACD and non-ACD calls.
- B. Place ACD and non-ACD calls, but not receive.
- C. Place and receive ACD calls; non-ACD calls can neither be place nor received.
- D. Receive ACD and non-ACD calls, but not place.

Answer: A

Explanation:
Explanation
Genesys Cloud CX recommends that you deploy Edges in an N+1 configuration. In the event that an active Edge fails or goes offline for routine maintenance, this configuration ensures that you can place and receive both ACD and non-ACD calls. An N+1 configuration means that you have one more Edge than you need to handle your peak call volume. This way, if one Edge goes down, another Edge can take over its load without affecting your service quality or availability. References:
https://help.mypurecloud.com/articles/about-edge-devices/
https://help.mypurecloud.com/articles/edge-redundancy/

NEW QUESTION # 12
Instant messaging costs are significantly less than long-distance phone conversations.

- A. False
- B. True

Answer: B

NEW QUESTION # 13
Which protocol is used to transport digitized audio?

- A. SIP over UDP
- B. TLS
- C. RTP over UDP
- D. TCP

Answer: C

NEW QUESTION # 14

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

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

Answer: C

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 # 15

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