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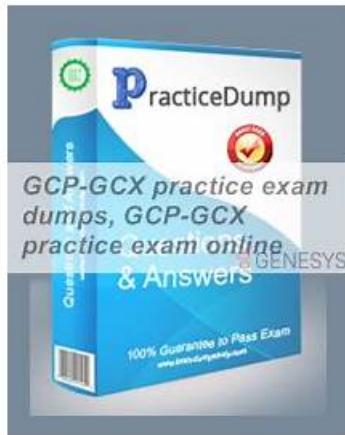
TrainingDumps Genesys GCP-GCX preparation material is a comprehensive solution for Genesys GCP-GCX test preparation, with a variety of features aimed to help you earning the GCP-GCX. The GCP-GCX test is a required step in getting the Genesys Cloud CX Certified Professional - Consolidated Exam certification badge. With TrainingDumps, you will get access to Genesys GCP-GCX Actual Questions that will allow you to focus on important concepts and prepare for the Genesys exam in a short period of time.

The GCP-GCX certification exam is a rigorous and challenging exam that requires significant preparation and study. However, passing the exam can open up many opportunities for professionals in the field. Certified professionals can demonstrate their expertise and proficiency in the use of the Genesys Cloud CX platform, which can lead to increased job opportunities, higher salaries, and greater recognition in the industry. Overall, the GCP-GCX certification exam is an important step for professionals looking to advance their careers in the field of customer experience.

Genesys GCP-GCX Certification Exam is designed to validate the proficiency of professionals in the Genesys Cloud CX environment. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam tests the knowledge and skills of individuals in various areas such as call routing, reporting, analytics, and integrations. GCP-GCX exam is an essential tool for professionals who want to demonstrate their expertise in Genesys Cloud CX and enhance their career prospects.

>> Real GCP-GCX Exam <<

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The TrainingDumps is one of the top-rated and reliable platforms that has been helping the Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) exam candidates for many years. Over this long time period, these GCP-GCX questions have helped countless GCP-GCX exam candidates. They all got help from the top-rated GCP-GCX Practice Test questions and easily passed their dream Genesys GCP-GCX certification exam and now they have become certified GCP-GCX professionals and doing jobs in top world brands.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q117-Q122):

NEW QUESTION # 117
Select all the question types available while creating an Evaluation Form. (Choose three.)

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

Answer: C,D,E

Explanation:
Explanation
Multiple Choice, Yes/No, and Range are three question types available while creating an Evaluation Form in Genesys Cloud CX Quality Management. An Evaluation Form is a template that defines the structure and content of an evaluation. An Evaluation Form consists of various questions that assess different aspects of an agent interaction based on predefined criteria and scoring methods. You can use different types of questions to create an Evaluation Form based on your needs. The other available question types are Comment Box and Scored Comment Box. References: https://help.mypurecloud.com/articles/about-evaluation-forms/ https://help.mypurecloud.com/articles/create-an-evaluation-form/

NEW QUESTION # 118
Which one of the following Genesys Cloud CX configuration options provides a way to ensure that phones of a specific make and model are all deployed with the same settings?

- A. Base Settings
- B. Managed IP Phones
- C. Default Station Configuration
- D. IP Phone Templates

Answer: D

Explanation:
IP Phone Templates in Genesys Cloud CX provide a standardized way to configure and deploy phones of a specific make and model with the same settings across the organization. This feature ensures consistency and efficiency in phone deployment, reducing the complexity of individually configuring each phone and ensuring that all necessary settings are uniformly applied.

NEW QUESTION # 119
What is the distinguishing feature between queues and groups?

- A. Both queues and groups have the same ACD capabilities.
- B. Queues can be used in Architect flows, while groups cannot.
- C. Queues can have agents as members, while groups cannot.
- D. Unlike groups, queues allow for more complex scenarios like skill-based routing.

Answer: D

Explanation:
Queues and groups are both used to organize users within Genesys Cloud CX, but they have different purposes and capabilities. Queues are used to route interactions to agents based on various criteria, such as skills, availability, utilization, etc. Queues can also be used in Architect flows to define routing logic and actions for different types of interactions. Groups are used to manage users and

their permissions, such as roles, divisions, etc. Groups cannot be used for routing interactions or in Architect flows. Reference: https://help.mypurecloud.com/articles/about-queues/ https://help.mypurecloud.com/articles/about-groups/

NEW QUESTION # 120
The Utilization feature of Genesys Cloud CX allows administrators to configure: (Choose two.)

- A. Time that an agent may spend on each media type.
- B. The after call work time for each media type.
- C. Media types that can interrupt current interactions that an agent is handling.
- D. The maximum capacity that an agent may handle simultaneously for each supported media type.

Answer: C,D

NEW QUESTION # 121
Which of the following attributes ensure that the interactions are routed to the most qualified agent? (Choose two.)

- A. Knowledge levels
- B. Medians
- C. Skills
- D. Languages
- E. Index Ratings

Answer: A,C

NEW QUESTION # 122
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n modern society, whether to obtain GCP-GCX certification has become a standard to test the level of personal knowledge. Many well-known companies require the GCP-GCX certification at the time of recruitment. Whether you're a student or a white-collar worker, you're probably trying to get the certification in order to get more job opportunities or wages. If you are one of them, our GCP-GCX Exam Guide will effectively give you a leg up.

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