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 GCP	GCP Test Registration	GCP General Test (Computer) Test Date/Time: Thursday February 15, 2024 - 9:00 AM Test Center: CHENNAI 9909 INDIA (AFCU-8909)	

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Genesys GCP-GCX certification exam is designed for professionals with a minimum of six months of experience working with Genesys Cloud CX. Candidates for the exam should have a solid understanding of contact center concepts and technologies, as well as experience with Genesys Cloud CX administration and configuration. GCP-GCX Exam consists of 65 multiple-choice questions and must be completed within 90 minutes.

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Learning is sometimes extremely dull and monotonous, so few people have enough interest in learning, so teachers and educators have tried many ways to solve the problem. Research has found that stimulating interest in learning may be the best solution. Therefore, the GCP-GCX Study Materials' focus is to reform the rigid and useless memory mode by changing the way in which the GCP-GCX exams are prepared. GCP-GCX study materials combine knowledge with the latest technology to greatly stimulate your learning power.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q31-Q36):

NEW QUESTION # 31

Which options can be configured when setting up a queue? (Choose two.)

- A. Utilization
- B. Alerting Timeout
- C. ACD Skills
- D. Inbound Flows
- E. Wrap-up Codes

Answer: A,E

Explanation:

Explanation

Wrap-up codes and utilization are two options that can be configured when setting up a queue. A queue is a logical grouping of

agents who handle similar types of interactions, such as voice calls, chats, emails, etc. A queue can have various options configured to define its behavior and performance, such as:

* Wrap-up codes are labels that agents can assign to interactions after they complete them to indicate the outcome or reason for the interaction.

* Utilization is a percentage that indicates how much time an agent spends handling interactions versus being available for new interactions.

Some other options that can be configured when setting up a queue are routing method, service level target, maximum wait time, etc.

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

<https://help.mypurecloud.com/articles/create-and-configure-queues/>

<https://help.mypurecloud.com/glossary/wrap-up-code/> <https://help.mypurecloud.com/glossary/utilization/>

NEW QUESTION # 32

Under which container is Queue available?

- A. Integration
- B. Telephony
- C. Contact Center
- **D. Routing**

Answer: D

Explanation:

Queue is available under Routing container in Genesys Cloud CX Admin menu. Routing is a container that holds various features and functions related to routing interactions in Genesys Cloud CX, such as queues, flows, wrap-up codes, skills, etc. Administrators can access Routing by clicking Admin > Routing in Genesys Cloud CX window. Reference:

<https://help.mypurecloud.com/articles/routing-overview/> <https://help.mypurecloud.com/articles/admin-menu-overview/>

NEW QUESTION # 33

In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by:

- A. Specifying the premium-rate numbers you would like to restrict access to, while subscribing to Genesys Cloud CX.
- B. Configuring trunks to identify premium-rate numbers.
- **C. Creating a number-plan to identify premium-rate numbers.**
- D. Manually training users to prevent calling premium-rate numbers.

Answer: C

Explanation:

Explanation

In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by creating a number-plan to identify premium-rate numbers. A number-plan is a set of rules that define how outbound calls are dialed based on various criteria, such as country code, area code, prefix, etc. You can create a number-plan that blocks outbound calls to U.S. premium-rate numbers by specifying their prefixes (such as 900) in the number-plan rules. References: <https://help.mypurecloud.com/articles/about-number-plans/>

<https://help.mypurecloud.com/articles/create-a-number-plan/>

NEW QUESTION # 34

The _____ provides a high-level overview of a campaign's performance

- **A. Campaign Performance Summary view**
- B. Q Outbound Campaign view
- C. Campaign Performance Detail view
- D. Dynamic view
- E. Historical view

Answer: A

Explanation:

The Campaign Performance Summary view in Genesys Cloud CX provides a high-level overview of a campaign's performance, summarizing key metrics and outcomes. This view is designed to give managers and supervisors a quick snapshot of how campaigns are performing, enabling them to assess the effectiveness of their outreach strategies and make informed decisions about adjustments or improvements needed to optimize results.

NEW QUESTION # 35

Select the categories of Prompts in Architect. (Choose two.)

- A. Menu
- **B. System**
- C. Data
- **D. User**

Answer: B,D

NEW QUESTION # 36

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