

Valid Genesys GCP-GCX Vce | Real GCP-GCX Exam Dumps



What's more, part of that VCEEngine GCP-GCX dumps now are free: <https://drive.google.com/open?id=1HoXD5nNUxQ1RFKe0O9-je1spA1BTxcicq>

Our GCP-GCX cram materials will help you gain the success in your career. You can be respected and enjoy the great fame among the industry. When applying for the jobs your resumes will be browsed for many times and paid high attention to. The odds to succeed in the job interview will increase. So you could see the detailed information of our GCP-GCX Exam Questions before you decide to buy them.

The GCP-GCX Exam is divided into multiple sections, each of which focuses on a specific area of the Genesys Cloud CX platform. GCP-GCX exam covers topics such as the Genesys Cloud CX architecture, routing strategies, reporting and analytics, workforce management, and integrations. Candidates will be tested on their ability to configure and manage different components of the platform, troubleshoot issues, and optimize the performance of the Genesys Cloud CX environment.

Genesys GCP-GCX certification exam is ideal for professionals who work with Genesys Cloud CX, such as system administrators, technical support engineers, and consultants. Genesys Cloud CX Certified Professional - Consolidated Exam certification program is designed to help professionals validate their skills and knowledge in Genesys Cloud CX and gain recognition for their expertise. Genesys Cloud CX Certified Professional - Consolidated Exam certification program is also ideal for professionals who are looking to enhance their career prospects and take on new challenges in their field.

>> Valid Genesys GCP-GCX Vce <<

Real GCP-GCX Exam Dumps, GCP-GCX Exam Discount Voucher

As far as the prices of GCP-GCX exam dumps are concerned, we ensure you that our Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) exam questions prices are entirely affordable for everyone. The real and updated GCP-GCX exam dumps are being offered at discounted prices. You can grab this opportunity and download the top-notch and real Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) exam questions at discounted prices. Best wishes for the final Genesys GCP-GCX certification exam!!!

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q67-Q72):

NEW QUESTION # 67

Files uploaded to the workspace can be shared with non-members of the Genesys Cloud CX organization.

- A. True
- B. False

Answer: A

NEW QUESTION # 68

Which view helps supervisors analyze performance issues with a specific skill in one or more queues?

- A. Queues Activity
- B. Interactions
- **C. Skills Performance**
- D. Agents

Answer: C

Explanation:

Reference:

The Skills Performance view helps supervisors analyze performance issues with a specific skill in one or more queues. It shows metrics such as service level, average speed of answer, average handle time, and abandonment rate for each skill. Supervisors can use this view to identify skills that need more training or staffing. Reference: <https://help.mypurecloud.com/articles/skills-performance-view/>

NEW QUESTION # 69

Which of the following statements defines a critical question in an Evaluation Form?

- A. Critical questions are used to prioritize questions that are critical to the success of an interaction. A separate critical score is calculated for critical questions.
- B. Critical questions are questions that the agent must answer.
- **C. If answered "No", critical questions will result in an evaluation score of zero for the interaction.**
- D. Critical questions are multiple choice questions that have a higher weightage than non-critical questions.

Answer: C

NEW QUESTION # 70

Carlos is an administrator who needs to extract data on a group of agents handling customer service calls and track their performance. These statistics allow him to estimate their average handling time.

Which of the following options would help him perform his task?

- **A. Activity**
- B. Directory
- C. Workspaces
- D. Documents

Answer: A

Explanation:

Explanation

Activity is an option that would help Carlos perform his task of extracting data on a group of agents handling customer service calls and tracking their performance. Activity is a feature that allows administrators and supervisors to view real-time and historical data on various aspects of Genesys Cloud CX operations, such as queues, agents, interactions, etc. Carlos can use Activity to access various dashboards and reports that show metrics related to agent performance and productivity. References:

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

<https://help.mypurecloud.com/articles/view-agent-performance-dashboard/>

NEW QUESTION # 71

Which of the following Edge features provides client and server-side call matching?

- **A. Call broker**
- B. Media server

