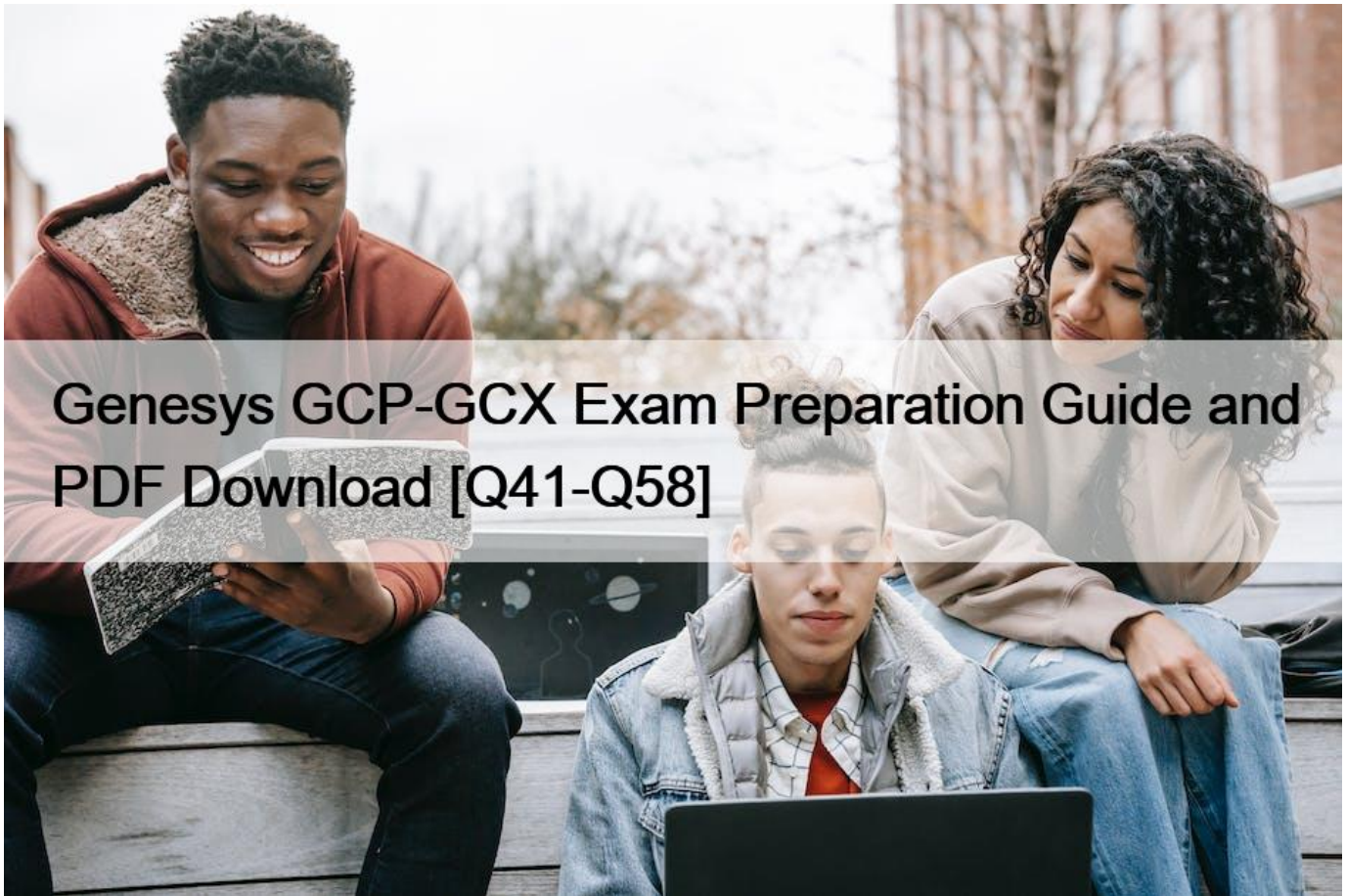


Genesys GCP-GCX Exam Preparation Guide and PDF Download [Q41-Q58]



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The GCP-GCX certification exam is divided into several sections that cover different aspects of the Genesys Cloud CX platform. These sections include the following: Genesys Cloud CX Overview, Voice, Routing, Chat, Email, Social Media, Workforce Optimization, and Reporting and Analytics. GCP-GCX exam is designed to test the knowledge and skills of professionals in each of these areas, and the questions are designed to be scenario-based, meaning that candidates are asked to apply their knowledge to real-world situations.

Genesys GCP-GCX exam is a comprehensive exam that covers a range of topics related to the Genesys Cloud CX platform. This includes topics such as configuring routing strategies, managing interactions, creating and managing users and groups, configuring reporting and analytics, and troubleshooting common issues. GCP-GCX exam is designed to test an individual's ability to apply their knowledge of the platform to real-world scenarios and to ensure that they have the skills necessary to effectively manage and support the platform.

QUESTION 41

Where can you view agent evaluation scores, evaluation activity, and calibration activity in real-time?

- * Performance > Workspace > Dashboards
- * Performance > Overview (Evaluations)
- * Admin > Contact Center
- * Admin > Quality

QUESTION 42

Which of the following add-on options are provided in Genesys Cloud CX? (Choose three.)

- * AI
- * VR
- * Digital
- * Human Capital Management
- * Workforce Engagement

QUESTION 43

You can develop a plan to generate reports regularly, however, Genesys Cloud CX does not allow you to run reports on demand.

- * True
- * False

Explanation

You can develop a plan to generate reports regularly, however, Genesys Cloud CX does not allow you to run reports on demand is a false statement. You can develop a plan to generate reports regularly and also run reports on demand in Genesys Cloud CX Performance menu. Reports are tools that allow you to view various metrics and details related to your contact center performance and activities in Genesys Cloud CX. Reports can help you measure and improve various aspects of your contact center, such as:

- * Agent performance
- * Queue performance
- * Interaction quality
- * Customer satisfaction
- * Workforce management

You can develop a plan to generate reports regularly by scheduling reports in Genesys Cloud CX Performance menu . Scheduling reports allows you to automate the generation and delivery of reports based on various options , such as :

- * Report type
- * Report format
- * Report frequency
- * Report recipients

You can also run reports on demand by viewing reports in Genesys Cloud CX Performance menu . Viewing reports allows you to generate and display reports based on various options , such as :

- * Report type
- * Report filters
- * Report date range
- * Report columns

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

<https://help.mypurecloud.com/articles/schedule-a-report/> <https://help.mypurecloud.com/articles/view-a-report/>

QUESTION 44

Select all access level permission types for workspace (Documents > Workspace) membership. (Choose three.)

- * Full Access
- * Partial
- * Read-Only
- * Write-Only
- * Contributor
- * Collaborator

QUESTION 45

You cannot add variables to a script.

- * True
- * False

QUESTION 46

Which of the following entities is used to ensure that people within your organization have the rights and permissions that they need within Genesys Cloud CX?

- * Workgroups
- * Rooms
- * Groups
- * Roles

Explanation

Roles are used to define the permissions and access levels for users within Genesys Cloud CX. Roles can be assigned to users individually or through groups. Roles determine what features and functions users can access and what they can do within those features. References: <https://help.mypurecloud.com/articles/about-roles/>

<https://help.mypurecloud.com/articles/add-roles-to-a-user/>

QUESTION 47

Which report displays the length of each session for one or more agents over a specified period of time?

- * Agent Activity Summary Report
- * Agent Metrics Report
- * Agent Login-Logout Details Report
- * Agent Quality Details Report

QUESTION 48

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

- * Languages
- * Medians
- * Skills
- * Index Ratings
- * Knowledge levels

Explanation

Languages and skills are two attributes that ensure that the interactions are routed to the most qualified agent.

Languages and skills are ratings that indicate an agent's proficiency or preference for handling certain types of interactions or customers. For example:

- * Languages indicate an agent's ability to speak or write in different languages.
- * Skills indicate an agent's capability or willingness to handle different media types or queues.

Genesys Cloud CX routing uses these attributes to match each interaction with an agent who has the highest ratings for those attributes. References: <https://help.mypurecloud.com/articles/about-acd-evaluation-methods/>

<https://help.mypurecloud.com/articles/add-language-skills-to-an-agent-profile/>

<https://help.mypurecloud.com/articles/add-acd-skills-to-an-agent-profile/>

QUESTION 49

Which report displays the length of each session for one or more agents over a specified period of time?

- * Agent Activity Summary Report
- * Agent Metrics Report
- * Agent Login-Logout Details Report
- * Agent Quality Details Report

Explanation

The Agent Login-Logout Details Report is the report that displays the length of each session for one or more agents over a specified period of time in Genesys Cloud CX Performance menu. The Agent Login-Logout Details Report is a report that shows the times when agents logged in and out and the duration of each login session during a range of hours that you specify within a day. The report displays the timestamps in the tenant's standard time zone. If an agent logs in to multiple DNs, the duration of the agent's overall login session, which is captured by the Active Time metric, begins with the first login event and ends with the last logout event. If the agent continues to be logged in over a two-day time span (or longer) and is not forcibly logged out by the system, login duration is split over each calendar day.

The Agent Login-Logout Details Report can help you measure and improve various aspects of your agent performance and activities, such as:

- * Availability
- * Productivity
- * Conduct
- * Satisfaction

You can view the Agent Login-Logout Details Report by selecting it from the Agents folder in Genesys Cloud CX Performance menu . You can also customize the report by setting various parameters, such as:

- * Pre-set Day Filter
- * Report Date
- * Agent Group
- * Agent
- * Media Type

References: <https://help.mypurecloud.com/articles/agent-login-logout-details-report/>

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

QUESTION 50

Which architectural approach is used to develop a single application as a suite of small services?

- * Monolithic Architecture
- * Microservices Architecture
- * Genesys Cloud CX Salesforce Architecture
- * Single Core Architecture

Explanation

Microservices Architecture is an architectural approach that is used to develop a single application as a suite of small services. Microservices Architecture is a design pattern that breaks down an application into independent components or modules that communicate with each other through well-defined interfaces or APIs.

Microservices Architecture enables faster development, deployment, scaling, testing, and maintenance of applications by allowing each service to run in its own process and be managed by a small team. References:

<https://www.genesys.com/glossary/microservices-architecture> <https://www.genesys.com/en-gb/platform/cloud>

QUESTION 51

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

- * Wrap-up Codes
- * ACD Skills
- * Utilization

- * Alerting Timeout
- * Inbound Flows

QUESTION 52

Routing is a part of customer communication that connects the customer with an appropriate automated resource or agent.

- * True
- * False

Explanation

Routing is a part of customer communication that connects the customer with an appropriate automated resource or agent. Routing is a process that determines how to handle incoming interactions based on various criteria, such as customer profile, agent skills, queue availability, etc. Routing can direct interactions to different resources, such as IVR menus, chatbots, voicebots, agents, queues, etc. Routing can also optimize the customer experience and the contact center performance by matching each interaction with the best available resource. References: <https://help.mypurecloud.com/glossary/routing/>

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

QUESTION 53

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

- * Public Interface Services
- * Core Services
- * Communication Services
- * Application Services

QUESTION 54

Select the categories of ACD skills that can be added to a user or an interaction. (Choose two.)

- * Language
- * Roles
- * Skills
- * Queue

Explanation

Language and Skills are two categories of ACD skills that can be added to a user or an interaction. ACD skills are used to match agents and interactions based on their abilities and requirements. Language skills indicate the languages that an agent can speak or an interaction needs. Skills indicate the areas of expertise or knowledge that an agent has or an interaction requires. References:

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

<https://help.mypurecloud.com/articles/add-skills-to-a-user/>

QUESTION 55

Your company has just acquired a new building, and you have to add this new location to Genesys Cloud CX.

What are the prerequisites to perform this task? (Choose two.)

- * You must know the exact coordinates of the new building.

- * You must have images of all the users located at the new location.
- * You must collect general information such as building address, number of floors, location contact information, etc.
- * You must have the basic profile data for all users at the new location.
- * You must have Admin rights to Genesys Cloud CX.

QUESTION 56

Which Genesys Cloud CX feature presents caller info to an agent and allows the user to update or collect the information?

- * Dialog boxes
- * Scripts
- * Toast pop-ups
- * IVR prompts

QUESTION 57

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

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

QUESTION 58

Genesys Cloud CX Voice is _____.

- * A third-party service that provides external Phone Trunks.
- * A help bot that is available within Genesys Cloud CX chat.
- * Another name for Genesys Cloud CX.
- * An internet-based telephony service that can be purchased and activated for use with Genesys Cloud CX.

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<https://www.dumpsmaterials.com/GCP-GCX-real-torrent.html>