

Pass Exam With Full Sureness - GCP-GCX Dumps with 137 Questions [Q70-Q92]



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The GCP-GCX exam is a comprehensive exam that covers a wide range of topics related to Genesys Cloud CX. It is designed to test the skills and knowledge of professionals who are responsible for implementing and managing contact center solutions. By passing the exam, professionals can demonstrate their ability to design, configure, and manage Genesys Cloud CX solutions, which can help them advance their careers in the field of contact center technology. The GCP-GCX exam is a valuable credential that can help professionals stand out in a competitive job market and demonstrate their expertise in Genesys Cloud CX.

Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is an industry-recognized certification that validates a professional's knowledge and skills in managing and implementing the Genesys Cloud Customer Experience (CX) platform. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam covers a wide range of topics, including Genesys Cloud architecture, call routing, workforce management, reporting, and analytics. It assesses the skills of candidates in configuring and customizing the Genesys Cloud platform to meet the specific business requirements of organizations.

NO.70 Routing is a part of customer communication that connects the customer with an appropriate automated resource or agent.

- * True
- * False

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

NO.71 Which setting allows you create a place for each group in your organization to upload, organize, and share documents and files?

- * Workspaces
- * People
- * Queues
- * Groups

Explanation

Workspaces is a setting that allows you create a place for each group in your organization to upload, organize, and share documents and files. Workspaces are secure storage areas that can be accessed only by members of the group. You can create workspaces for different purposes, such as projects, teams, departments, etc.

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

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

NO.72 You cannot add variables to a script.

- * True
- * False

Explanation

You can add variables to a script. A variable is a placeholder for a value that can change during the execution of a script. Variables can store various types of data, such as text, numbers, booleans, etc. You can use variables to display or collect information in a script, such as customer name, account number, order status, etc. You can create your own custom variables or use built-in variables that are provided by Genesys Cloud CX. References: <https://help.mypurecloud.com/articles/about-variables-and-expressions/>

<https://help.mypurecloud.com/articles/add-script-variable/>

<https://help.mypurecloud.com/articles/built-in-script-variables/>

NO.73 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.

NO.74 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/>

NO.75 Genesys Cloud CX ACD assigns interactions to the most appropriate agent available.

Which of the following attributes is used to determine the best available agent? (Choose three.)

- * Language skills
- * Additional attribute ratings
- * ACD skills
- * Time since last ACD interaction
- * Staffing requirements

NO.76 Policies automate repetitive quality management tasks.

Which of the following items could be defined as policies? (Choose three.)

- * Update the Do Not Call list with records that have the appropriate wrap-up code.
- * Specify time sets as a matching criteria.
- * Set up a schedule to run a daily report.
- * Automatically assign an evaluation for all calls over 5 minutes.
- * Determine how long to retain recordings and whether to archive or delete them.

NO.77 Instant messaging costs are significantly less than long-distance phone conversations.

- * True
- * False

NO.78 Which role is automatically assigned to a new user?

- * User
- * Communicate – User
- * admin
- * employee

Explanation

The role that is automatically assigned to a new user is Communicate – User. This role grants basic permissions for using Genesys Cloud CX features such as chat, email, phone calls, etc. This role also determines the license type for the new user, which is Communicate – User license by default. References:

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

<https://help.mypurecloud.com/articles/communicate-user-role/>

NO.79 You cannot add variables to a script.

- * True
- * False

NO.80 Genesys Cloud CX is fully supported on which of the following browsers? (Choose two.)

- * Internet Explorer
- * Firefox
- * Chrome
- * Safari
- * Opera

Firefox and Chrome are two browsers that fully support Genesys Cloud CX. Genesys Cloud CX is a web-based application that requires a compatible browser to run properly. Firefox and Chrome are the recommended browsers for Genesys Cloud CX because they offer the best performance and functionality. Safari is also supported but with some limitations. Internet Explorer and Opera are not supported by Genesys Cloud CX. Reference: <https://help.mypurecloud.com/articles/supported-browsers/>
<https://help.mypurecloud.com/articles/browser-limitations/>

NO.81 You can add more than one outbound route to the contact center.

- * True
- * False

You can add more than one outbound route to the contact center is a true statement. You can add multiple outbound routes to the contact center in Genesys Cloud CX Telephony Admin menu based on your needs and preferences. You can add different outbound routes for different classifications of destination numbers, such as local, long distance, international, etc. You can also add different outbound routes for different trunks or numbering plans that you want to use for outgoing calls. You can also add different outbound routes for different priorities or failover scenarios that you want to implement for outgoing calls. Reference: <https://help.mypurecloud.com/articles/add-an-outbound-route/> <https://help.mypurecloud.com/articles/outbound-routes-overview/>

NO.82 Genesys Cloud CX tracks metric statistics in _____ minute intervals.

- * 20
- * 30
- * 45
- * 10

Explanation

Genesys Cloud CX tracks metric statistics in 10 minute intervals. This means that Genesys Cloud CX collects and aggregates data for various metrics every 10 minutes. This applies to both real-time and historical data.

For example:

- * Real-time data: Genesys Cloud CX updates the dashboards and views with the latest data every 10 minutes. You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.
- * Historical data: Genesys Cloud CX stores the data for various metrics every 10 minutes. You can see the historical values of various metrics, such as offered count, answered count, abandoned count, and transfer count.

Genesys Cloud CX tracks metric statistics in 10 minute intervals to provide consistent and accurate data for your contact center performance and activities. You can use this data to measure and improve various aspects of your contact center, such as:

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

* Workforce management

References: <https://help.mypurecloud.com/articles/how-reporting-works/>

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

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

NO.83 Which of the following statements are true? (Choose three.)

- * A queue report only counts interactions handled by an agent.
- * An Abandon is an interaction that disconnects before an agent handles it.
- * An agent-based report counts any interactions an agent worked with.
- * Each report contains a predefined set of metrics.
- * Reports once created cannot be configured.

A queue report only counts interactions that spent time in the queue, but an agent-based report counts any interactions an agent worked with, an Abandon is an interaction that disconnects before an agent handles it, and each report contains a predefined set of metrics are three true statements about reports in Genesys Cloud CX Performance menu. A report is a tool that allows you to view various metrics and details related to your contact center performance and activities in Genesys Cloud CX. A report can help you measure and improve various aspects of your contact center, such as:

Agent performance

Queue performance

Interaction quality

Customer satisfaction

Workforce management

Some true statements about reports are:

A queue report only counts interactions that spent time in the queue, but an agent-based report counts any interactions an agent worked with. This means that the totals in a queue report and an agent-based report may not match exactly, even if they include the same agents or queues. This is because a queue is a stand-alone entity from the perspective of Genesys Cloud CX reports, and queue metrics and agent metrics can differ for various reasons, such as:

An interaction spends time in multiple queues

An interaction abandons before an agent handles it

An agent is a member of more than one queue

An Abandon is an interaction that disconnects before an agent handles it. This means that the interaction was offered to a queue or an agent, but the customer or caller disconnected before reaching an agent. An Abandon can affect various metrics, such as:

Abandon Count

Abandon Rate

Service Level

Average Speed of Answer

Each report contains a predefined set of metrics. This means that each report has a specific purpose and scope, and shows only the relevant metrics for that purpose and scope. You cannot add or remove metrics from a report, but you can set various parameters for reports, such as:

Which users or queues to include

Which media types to include

What date range to report on

When to run the report

Some false statements about reports are:

Offered always equals Answered plus Abandoned plus Transfer. This is not always true, because some interactions may not be counted as Answered, Abandoned, or Transfer for various reasons, such as:

The interaction was transferred to voicemail after a timeout

The interaction was transferred to another queue or resource group

The interaction was handled by an IVR or a bot

Reports once created cannot be configured. This is not true, because you can configure reports by editing or deleting them in Genesys Cloud CX Performance menu . You can also configure reports by changing various options , such as :

Report name

Report format

Report frequency

Report recipients

NO.84 Which of the following statements are true? (Choose three.)

- * A queue report only counts interactions handled by an agent.
- * An Abandon is an interaction that disconnects before an agent handles it.
- * An agent-based report counts any interactions an agent worked with.
- * Each report contains a predefined set of metrics.
- * Reports once created cannot be configured.

NO.85 Which of the following operating systems are supported by Genesys Cloud CX mobile applications? (Choose two.)

- * Harmony OS
- * iOS
- * Windows 10 Mobile
- * Android

Explanation

iOS and Android are two operating systems that are supported by Genesys Cloud CX mobile applications.

Genesys Cloud CX mobile applications are apps that allow users to access various features and functions of Genesys Cloud CX on their mobile devices, such as smartphones or tablets. Genesys Cloud CX mobile applications are available for iOS and Android devices and can be downloaded from the App Store or Google Play Store respectively. Genesys Cloud CX mobile applications enable users to communicate and collaborate with other users, manage their status and availability, view their performance metrics and notifications, and more. References: <https://help.mypurecloud.com/articles/about-genesys-cloud-mobile-apps/>

<https://help.mypurecloud.com/articles/install-the-genesys-cloud-mobile-app/>

NO.86 When you change an agent's queue status from On Queue to Off Queue, what is the agent's status displayed as in the view?

- * Available
- * Busy
- * Away
- * Break

When an agent's queue status is changed from On Queue to Off Queue in Genesys Cloud CX, their status is typically displayed as **Away** in the system views. This indicates that the agent is not currently available to handle new interactions in the queue, but it does not necessarily mean the agent is not working; they could be engaged in after-call work, training, or other non-queue activities.

NO.87 Genesys Cloud CX supports embedded clients for Salesforce and Zendesk.

- * True
- * False

NO.88 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

Scripts are Genesys Cloud CX features that present caller info to an agent and allow the user to update or collect the information. Scripts are predefined sets of questions or instructions that guide agents through interactions with customers. Scripts can display customer information from various sources, such as data actions or data dips, and allow agents to enter or update information during or after an interaction. Reference: <https://help.mypurecloud.com/glossary/script/> <https://help.mypurecloud.com/articles/about-scripts/>

NO.89 All of the following are steps that need to be completed to configure an Edge appliance, EXCEPT _____.

- * Create a Site
- * Assign the Edge to a Site
- * Configure a trunk
- * Create an Edge Group
- * Associate the network interface
- * Authenticate the Edge
- * Configure the Edge Connectors

Configuring a trunk is not a step that needs to be completed to configure an Edge appliance. A trunk is a connection between Genesys Cloud CX and an external telephony provider, such as a carrier or a PBX. A trunk is not part of the Edge configuration, but rather a separate entity that can be associated with an Edge group. The steps that need to be completed to configure an Edge appliance are:

Create a Site

Create an Edge Group

Associate the network interface

Authenticate the Edge

Configure the Edge Connectors

Assign the Edge to a Site Reference: <https://help.mypurecloud.com/articles/configure-an-edge-device/>
<https://help.mypurecloud.com/articles/about-trunks/>

NO.90 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.
- * Place ACD and non-ACD calls, but not receive.
- * Receive ACD and non-ACD calls, but not place.
- * Place and receive ACD calls; non-ACD calls can neither be place nor received.

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. Reference:

<https://help.mypurecloud.com/articles/about-edge-devices/> <https://help.mypurecloud.com/articles/edge-redundancy/>

NO.91 Genesys Cloud CX Collaborate supports video chat with upto_____people simultaneously

- * 8
- * 10
- * 12
- * 14

Genesys Cloud CX Collaborate is a feature within the platform that supports real-time communication and collaboration among users, including video chat capabilities. As of the latest documentation, Genesys Cloud CX Collaborate supports video chat with up to 8 people simultaneously. This feature facilitates effective team collaboration and communication, allowing team members to engage in video conferences and meetings directly within the Genesys Cloud environment, enhancing teamwork and decision-making processes.

NO.92 Select the factors which can cause report generation failures and increased runtimes. (Choose two.)

- * Adjusting report parameters in order to include fewer agents, queues, and interactions.
- * Running reports during peak hours.
- * Reviewing and ensuring the usage of scheduled reports.
- * Asking every team member to run and save a copy of the report.

Running reports during peak hours and asking every team member to run and save a copy of the report are two factors that can cause report generation failures and increased runtimes. Running reports during peak hours can put additional load on the system and affect its performance and availability. Asking every team member to run and save a copy of the report can create redundant data and consume unnecessary storage space. To avoid these issues, you can follow some best practices for running reports, such as:

Run reports during off-peak hours or schedule them for later delivery.

Share reports with other users instead of creating multiple copies.

Adjust report parameters to include only relevant data and filters.

Review and delete unused or outdated reports regularly. Reference:

<https://help.mypurecloud.com/articles/best-practices-for-running-reports/> <https://help.mypurecloud.com/articles/share-a-report/>

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