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Vendor:Genesys

Exam Code:GCP-GCX

Exam Name:Genesys Cloud CX Certified Professional
- Consolidated

Version:Demo

QUESTION 1

You must define the phone configuration in Genesys Cloud CX to associate with a physical phone.

What binds the phone's settings in Genesys Cloud CX to a physical phone?

- A. Phone model
- B. Base settings
- C. Phone name
- D. Hardware ID (MAC address)

Correct Answer: D

Explanation: The hardware ID (MAC address) is what binds the phone's settings in Genesys Cloud CX to a physical phone. A hardware ID is a unique identifier for each network device, such as a phone. You can define the phone

configuration in Genesys Cloud CX by specifying various settings, such as phone name, phone model, base settings, line appearance, etc. However, to associate these settings with a physical phone, you need to enter the hardware ID of the

phone in Genesys Cloud CX.

References:

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

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

QUESTION 2

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

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

Correct Answer: ABD

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/>

QUESTION 3

You suspect that one of your agents is not productive.

Which report would you run to view the agent's time on breaks and login/logout details?

- A. Interaction Details Report
- B. User Status Detail Report
- C. Agent Metrics Report
- D. Queue Metrics Daily Report

Correct Answer: C

Explanation: The Agent Login-Logout Details Report is a report that would help you view an agent's time on breaks and login/logout details. This report shows various metrics related to agent availability and activity, such as total login time,

total logout time, total break time, break reason codes, etc. This report can help you monitor agent productivity and adherence.

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

<https://help.mypurecloud.com/articles/monitor-agent-adherence/>

QUESTION 4

Instant messaging costs are significantly less than long-distance phone conversations.

- A. True
- B. False

Correct Answer: A

Explanation: Instant messaging costs are significantly less than long-distance phone conversations is a true statement. Instant messaging is a form of communication that allows users to exchange text messages in real time over the internet or other networks using various devices or platforms. Instant messaging costs are usually based on data usage or subscription fees rather than distance or duration of communication. Long-distance phone conversations are forms of communication that allow users to exchange voice messages over phone lines or cellular networks across different geographic regions or countries. Long-distance phone conversations costs are usually based on distance and duration of communication as well as carrier rates or taxes. References: <https://www.genesys.com/glossary/instant-messaging>
<https://www.genesys.com/glossary/long-distance-phone-conversation>

QUESTION 5

Which feature requires at least one single sign-on (SSO) integration to be configured before allowing a user to login to Genesys Cloud CX?

- A. Disable Location Detection
- B. Password Expiration
- C. Disable Genesys Cloud CX Login
- D. Open Admission

Correct Answer: C

Disable Genesys Cloud CX Login is a feature that requires at least one single sign-on (SSO) integration to be configured before allowing a user to login to Genesys Cloud CX. This feature prevents users from logging in with their Genesys

Cloud CX credentials and requires them to use an SSO provider instead. This feature enhances security and simplifies user management for organizations that use SSO.

References:

<https://all.docs.genesys.com/PEC-Admin/Current/Admin/SSO>

<https://help.mypurecloud.com/articles/disable-genesys-cloud-login/>

<https://help.mypurecloud.com/articles/about-single-sign-on/>

QUESTION 6

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

- A. Performance > Workspace > Dashboards
- B. Performance > Overview (Evaluations)
- C. Admin > Contact Center
- D. Admin > Quality

Correct Answer: B

Explanation: Performance > Overview (Evaluations) is where you can view agent evaluation scores, evaluation activity, and calibration activity in real-time in Genesys Cloud CX Quality Management. Evaluations are assessments of agent

interactions based on predefined criteria and scoring methods. Evaluations can help contact center managers and supervisors measure and improve agent performance and quality of service. Performance > Overview (Evaluations) is a

dashboard that shows various metrics and details related to evaluations, such as evaluation score distribution, evaluation completion rate, calibration score variance, etc.

References:

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

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

QUESTION 7

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

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

Correct Answer: AC

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 8

Which view displays current metrics and information about queues if you have a membership?

- A. Queues Activity
- B. Queues Performance
- C. My Queues Activity
- D. Queues

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/my-queues-activity-view/>

My Queues Activity is a view that displays current metrics and information about the queues you are a member of, such as the number of waiting interactions, the number of current interactions, and the number of agents on queue. You can access this view by clicking Performance > Workspace > My Queues Activity. You can customize this view with filters and column controls to show only certain data.

References:

<https://help.mypurecloud.com/articles/my-queues-activity-view/>

<https://help.mypurecloud.com/articles/customize-views/>

QUESTION 9

Which of the following metrics represents the average amount of time an interaction waits in queue before an agent answers it?

- A. Average Handle Time
- B. Average Speed of Answer
- C. After Call Work
- D. Average Talk Time

Correct Answer: B

Explanation: Average Speed of Answer (ASA) is the metric that represents the average amount of time an interaction waits in queue before an agent answers it. ASA is calculated by dividing the total wait time of answered interactions by the

number of answered interactions. ASA is an important metric for measuring service level and customer satisfaction.

References: <https://help.mypurecloud.com/glossary/average-speed-of-answer/>

<https://help.mypurecloud.com/articles/queue-performance-summary-report/>

QUESTION 10

You cannot add variables to a script.

- A. True
- B. False

Correct Answer: B

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/>

QUESTION 11

Which of the following statements are true regarding the Genesys Cloud CX Edge appliance? (Choose three.)

- A. It manages connections between your phones, SIP trunks, telephony gateways, Genesys Cloud CX, and third-party systems.
- B. It provides core telephony services.
- C. It provides for the integration of Active Directory, SharePoint, and other third-party data.
- D. It manages the Genesys Cloud CX platform services.
- E. It operates as a provisioning server, media server, SIP proxy, and SIP gateway.

Correct Answer: ABE

Explanation: The following statements are true regarding the Genesys Cloud CX Edge appliance:

It manages connections between your phones, SIP trunks, telephony gateways, Genesys Cloud CX, and third-party systems.

It provides core telephony services such as call control, call recording, call quality monitoring, etc.

It operates as a provisioning server, media server, SIP proxy, and SIP gateway. The following statements are false regarding the Genesys Cloud CX Edge appliance:

It provides for the integration of Active Directory, SharePoint, and other third-party data.

It manages the Genesys Cloud CX platform services. The Genesys Cloud CX Edge appliance is a device that connects your on-premises telephony infrastructure with Genesys Cloud CX cloud services. It acts as an intermediary between your local network and Genesys Cloud CX data centers.

References:

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

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

QUESTION 12

Which of the following statements about scripts is true?

- A. Scripts can be used for inbound interactions only.
- B. Scripts are only used to configure flows when setting up Architect.
- C. Scripts can be used in all types of interactions.
- D. Scripts may be used for outbound dialing campaigns only.

Correct Answer: C

Explanation: Scripts are tools that help agents handle interactions more efficiently and consistently. Scripts can be used in all types of interactions, such as voice, chat, email, etc. Scripts can provide guidance, information, or questions for the

agents to use during an interaction. Scripts can also include dynamic content, such as data actions, web pages, images, etc.

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

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