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NO.19 Select the features available in Genesys Cloud CX Architect. (Choose three.)

- * Play pre-recorded messages
- * Convert text to speech
- * Configure queues
- * Create skills
- * Receive and route calls

Explanation

Genesys Cloud CX Architect is a feature that allows administrators to create and manage call flows for inbound and outbound voice interactions. Architect provides various actions and tasks that can be used to define the logic and behavior of call flows. Some of these features are playing pre-recorded messages, converting text to speech, receiving and routing calls, collecting user input, transferring calls, etc. References:

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

<https://help.mypurecloud.com/articles/architect-overview-of-call-flow-actions-and-tasks/>

NO.20 Which of the following reports display the number of interactions handled by an agent per day? (Choose two.)

- * Agent Metrics Export Report
- * Agent Metrics Report
- * Agent Login-Logout Details Report
- * Agent Quality Details Report

Explanation

The Agent Metrics Export Report and the Agent Metrics Report are two reports that display the number of interactions handled by an agent per day. These reports show various metrics related to agent performance and productivity, such as total interactions, average handle time, average talk time, average after call work time, etc. These reports can be filtered by date range, media type, queue, and agent. References:

<https://help.mypurecloud.com/articles/agent-metrics-export-report/>

<https://help.mypurecloud.com/articles/agent-metrics-report/>

NO.21 Where are Genesys Cloud CX call recordings stored by default?

- * Edges
- * Cloud
- * Web Service
- * AWS Cloud

NO.22 What additional functionality does Communicate bring to Genesys Cloud CX?

- * Knowledge-based features, such as FAQs and communities.
- * Unified communications features, such as telephony, unified messaging, voice conferencing, and auto-attendant.
- * Call center features, such as ACD and scripting.
- * Directory capabilities, such as advanced search, profiles, and keyword searching.

NO.23 You can allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization.

- * True
- * False

Explanation

You cannot allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization is a false statement. You can allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization by using feedback email groups in Genesys Cloud CX Collaborate Content Management. Feedback email groups are groups of email addresses that receive feedback messages from users who view content items in Content Management. Content items are files or links that contain information or resources related to various topics or categories in Content Management. You can create feedback email groups and assign them to content items or categories based on your needs.

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

<https://help.mypurecloud.com/articles/create-a-feedback-email-group/>

<https://help.mypurecloud.com/articles/assign-a-feedback-email-group-to-a-content-item-or-category/>

NO.24 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/>

NO.25 Which of the following statements is NOT true regarding numbering plan?

- * It is a telecommunication scheme where telephone numbers are assigned to subscribers and telephony endpoints.
- * Numbering plan is also known as a dial plan.
- * Numbering plan can be added or modified based on the organizational requirements.
- * It has to be created manually.

Explanation

It has to be created manually is not a true statement regarding numbering plan in Genesys Cloud CX Telephony Admin menu. A numbering plan is a telecommunication scheme that assigns telephone numbers to subscribers and telephony endpoints in Genesys Cloud CX. A numbering plan can also define various aspects of call routing, such as:

- * How many digits are required to dial a destination number
- * Which digits are used to identify a country code, area code, or extension
- * Which digits are used to access an outside line or an operator
- * Which digits are used to indicate an emergency number or a special service A numbering plan does not have to be created manually in Genesys Cloud CX Telephony Admin menu .

Genesys Cloud CX provides a set of default number plans that work for most users . You can also add and modify number plans with the following procedure . The Number Plan information page provides more details on the Genesys Cloud CX number plan implementation . References:

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

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

NO.26 Which of the following metrics represents the average amount of time an interaction waits in queue before an agent answers it?

- * Average Handle Time
- * Average Speed of Answer
- * After Call Work
- * Average Talk Time

NO.27 Which of the following operating systems are supported by Genesys Cloud CX mobile applications? (Choose two.)

- * Harmony OS

- * iOS
- * Windows 10 Mobile
- * Android

NO.28 Select all available options for adding widgets to a performance dashboard. (Choose four.)

- * Agent Status
- * Grid
- * Text
- * Metric
- * Interaction
- * Chart

Explanation

Grid, Text, Metric, and Chart are four available options for adding widgets to a performance dashboard. A widget is a component that displays data in a specific format on a performance dashboard. You can add different types of widgets to customize your dashboard and show the data that you need. The other available options for adding widgets are Agent Status and Web Content.

References:

<https://help.mypurecloud.com/articles/add-widgets-to-a-performance-dashboard/>

<https://help.mypurecloud.com/articles/widget-types/>

NO.29 Select all the question types available while creating an Evaluation Form. (Choose three.)

- * Multiple Choice
- * Yes/No
- * Fill in the blank
- * Range
- * Multiple Response

NO.30 You are preparing to deploy Genesys Cloud CX and need to order trunks.

Where can you find guidelines on PSTN carrier requirements?

- * By asking your carrier what you would need.
- * On the PSTN carrier's web site.
- * Get a default trunk line installed.
- * In the Genesys Cloud CX Resource Center.

NO.31 The status of agents, whether active or inactive, does not impact metrics in queue reports, however, active agents appear on/affect agent reports.

- * True
- * False

Explanation

The status of agents, whether active or inactive, does not impact metrics in queue reports, however, active agents appear on/affect agent reports is a true statement. A queue report is a report that shows various metrics and details related to queue performance and activities in Genesys Cloud CX. A queue report can help you measure and improve various aspects of your queue, such as:

- * Service level
- * Abandon rate

- * Average speed of answer
- * Average handle time
- * Interaction volume

An agent report is a report that shows various metrics and details related to agent performance and activities in Genesys Cloud CX. An agent report can help you measure and improve various aspects of your agent, such as:

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

The status of agents, whether active or inactive, does not impact metrics in queue reports, however, active agents appear on/affect agent reports because:

* 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 active agent is an agent who has logged in to Genesys Cloud CX and is available to handle interactions. An inactive agent is an agent who has not logged in to Genesys Cloud CX or has logged out. An active agent appears on/affects agent reports because they contribute to various metrics and details related to agent performance and activities, such as:

- * Status
- * Time in status
- * Calls answered
- * Average talk time
- * Average ACW

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

<https://help.mypurecloud.com/articles/queue-report-and-agent-report-totals-differ-by-design/>

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

NO.32 Which view helps supervisors analyze performance issues with a specific skill in one or more queues?

- * Agents
- * Queues Activity
- * Skills Performance
- * Interactions

NO.33 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

Explanation

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 References: <https://help.mypurecloud.com/articles/configure-an-edge-device/>
- * <https://help.mypurecloud.com/articles/about-trunks/>

NO.34 How do you represent your organization when you contact the Genesys Cloud CX support team?

- * Organization ID
- * Company Name
- * Agent Name
- * ID

Explanation

Organization ID is how you represent your organization when you contact the Genesys Cloud CX support team. Organization ID is a unique identifier that is assigned to your organization when you sign up for Genesys Cloud CX. Organization ID helps the Genesys

Cloud CX support team to locate your organization's account information and provide faster and better service. You can find your organization ID by clicking Admin > Account Settings > Organization Settings in Genesys Cloud CX window.

References:

<https://help.mypurecloud.com/articles/organization-id/>

<https://help.mypurecloud.com/articles/contact-genesys-cloud-customer-care/>

NO.35 In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by:

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

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/>

NO.36 Which of the following is not a Quality Management feature?

- * Evaluation Forms
- * Policies
- * Scheduling
- * Interaction Recording

NO.37 Select all the question types available while creating an Evaluation Form. (Choose three.)

- * Multiple Choice
- * Yes/No
- * Fill in the blank
- * Range
- * Multiple Response

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/>

NO.38 What level of permissions does a user require to view the organization settings?

- * Admin
- * Agent
- * Supervisor
- * All of the above

Explanation

Admin is the level of permissions that a user requires to view the organization settings in Genesys Cloud CX.

Organization settings are various options that define the behavior and appearance of your organization's account in Genesys Cloud CX. Organization settings include various features and functions, such as:

- * Organization name
- * Organization ID
- * Time zone
- * Language
- * Currency
- * Logo

To view the organization settings in Genesys Cloud CX, a user needs to have Admin permission assigned to their role. Admin permission is a granular setting that controls access to administrative features and functions in Genesys Cloud CX. Admin permission is usually assigned to administrators or supervisors who need to manage various aspects of the organization's account. References:

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

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

<https://help.mypurecloud.com/articles/admin-permission/>

NO.39 Which of the following statements about WebRTC phones is incorrect?

- * Genesys Cloud CX WebRTC phone runs in the browser.
- * A WebRTC phone has no additional hardware or software requirements, apart from a supported browser.
- * It is assigned to a specific user and only that user has permission to use the phone.
- * A WebRTC phone can be used even when disconnected from the Cloud.

Genesys GCP-GCX Exam covers a wide range of topics, including the basics of the Genesys Cloud CX platform, its architecture, and its various functionalities. GCP-GCX exam also tests the individual's knowledge of key concepts such as customer journey management, omnichannel strategies, and contact center analytics. Additionally, the exam assesses the individual's ability to apply this knowledge in practical scenarios.

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<https://www.vceprep.com/GCP-GCX-latest-vce-prep.html>