VCE & PDF
Pass4itSure.com

GCP-GCX^{Q&As}

Genesys Cloud CX Certified Professional - Consolidated

Pass Genesys GCP-GCX Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.pass4itsure.com/gcp-gcx.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Genesys Official Exam Center

🔧 **Instant Download** After Purchase

🔧 **100% Money Back** Guarantee

🔧 **365 Days** Free Update

🔧 **800,000+** Satisfied Customers

QUESTION 1

While Alex is monitoring queue reports, Sam deletes an inactive agent from the queue.

Will this affect the metrics that Alex is monitoring?

A. Yes

B. No

Correct Answer: B

Explanation: No, deleting an inactive agent from the queue will not affect the metrics that Alex is monitoring in queue reports in Genesys Cloud CX Performance menu. 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

Deleting an inactive agent from the queue will not affect the metrics that Alex is monitoring in queue 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 inactive agent is an agent who has not logged in to Genesys Cloud CX or has logged out. An inactive agent does not affect the metrics in queue reports because they do not contribute to various metrics and details related to queue

performance and activities, such as:

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/

QUESTION 2

How do you represent your organization when you contact the Genesys Cloud CX support team?

A. Organization ID

B. Company Name

C. Agent Name

D. ID

Correct Answer: A

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/

QUESTION 3

Which setting allows you create a place for each group in your organization to upload, organize, and share documents and files?

A. Workspaces

B. People

C. Queues

D. Groups

Correct Answer: A

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/

QUESTION 4

Number plan determines how many and which digits are necessary for call routing.

A. True

B. False

Correct Answer: A

Explanation: Number plan determines how many and which digits are necessary for call routing is a true statement. A number plan is a telecommunication scheme that assigns telephone numbers to subscribers and telephony endpoints

in

Genesys Cloud CX. A number 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 number plan can be added or modified based on the organizational requirements in Genesys Cloud CX. A number plan can also be tested with the call simulator tool in Genesys Cloud CX.

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

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

https://help.mypurecloud.com/articles/test-destination-phone-numbers-with-the-call- simulator/

QUESTION 5

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

A. Agent Activity Summary Report

B. Agent Metrics Report

C. Agent Login-Logout Details Report

D. Agent Quality Details Report

Correct Answer: C

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/