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NEW QUESTION: 1

Files uploaded to the workspace can be shared with non-members of the Genesys Cloud CX organization.

- A. True
- B. False

Answer: (SHOW ANSWER)

Explanation

Files uploaded to the workspace cannot be shared with non-members of the Genesys Cloud CX organization.

The workspace is a secure place for each group in the organization to upload, organize, and share documents and files. Only members of the group can access the files in the workspace. References:

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

<https://help.mypurecloud.com/articles/add-files-to-a-workspace/>

NEW QUESTION: 2

Which of following file formats are available to export a report? (Choose three.)

- A. .doc
- B. .xls
- C. .txt
- D. .docx
- E. .xlsx
- F. .pdf

Answer: B,E,F (LEAVE A REPLY)

Explanation

.xls, .xlsx, and .pdf are three file formats that are available to export a report 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

You can export a report to save or share it with others in Genesys Cloud CX Performance menu. You can export a report in various file formats based on your needs and preferences. The file formats that are available to export a report are:

- * .xls: A Microsoft Excel 97-2003 Workbook file format that can store data in worksheets, charts, and macros.
- * .xlsx: A Microsoft Excel Workbook file format that can store data in worksheets, charts, and macros. It is the default file format for Microsoft Excel 2007 and later versions.
- * .pdf: A Portable Document Format file format that can store data in a fixed-layout document that preserves the original appearance of the report.

Some other file formats that are available to export a report are .csv, .docx, and .rtf.

References:

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

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

NEW QUESTION: 3

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

A. True

B. False

Answer: A (LEAVE A REPLY)

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/>

NEW QUESTION: 4

Genesys Cloud CX tracks metric statistics in _____ minute intervals.

- A. 20
- B. 30
- C. 45
- D. 10

Answer: D (LEAVE A REPLY)

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/>

NEW QUESTION: 5

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?

- A. Workgroups
- B. Rooms
- C. Groups
- D. Roles

Answer: D (LEAVE A REPLY)

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/>

NEW QUESTION: 6

What are the two methods to create a conference call in Genesys Cloud CX? (Choose two.)

- A. Click the Conference button in Genesys Cloud CX directory, and then enter the names or phone numbers of the attendees.
- B. Click the Calls icon, expand the Dialpad, then enter the names or phone numbers of the attendees in the search area and click Start Conference.
- C. Have all attendees call you. When all calls are active, click the Start Conference button.
- D. With multiple active calls, click and drag an unselected call onto the previously selected call details.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 7

Phone redundancy extends to include call survivability - Even when the connection to the Edge is lost, it prevents active calls from getting disconnected.

- A. False
- B. True

Answer: B (LEAVE A REPLY)

NEW QUESTION: 8

Currently, you manage all agents' schedules using a spreadsheet. This shows when each agent is working, when they are on breaks, and when they have meetings or other events that take them away from the queue.

You would like to manage these in an easier and more automated way.

Which Genesys Cloud CX contact center feature can you use to replace and automate the spreadsheet schedule?

- A. Genesys Cloud CX Workforce Management
- B. Genesys Cloud CX API
- C. Genesys Cloud CX Architect
- D. Genesys Cloud CX Reporting and Analytics

Answer: A (LEAVE A REPLY)

Explanation

Genesys Cloud CX Workforce Management is a feature that can replace and automate the spreadsheet schedule. Workforce Management is a system that helps contact center managers and supervisors plan and optimize agent schedules based on various factors, such as forecasted workload, agent availability, skills, preferences, etc. Workforce Management can also track and monitor agent adherence and performance in real time and provide reports and analytics on various metrics. References:

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

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

NEW QUESTION: 9

Which of the following operating systems are supported by Genesys Cloud CX mobile applications? (Choose two.)

- A. Harmony OS
- B. iOS
- C. Windows 10 Mobile
- D. Android

Answer: (SHOW ANSWER)

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/>

NEW QUESTION: 10

Which role is automatically assigned to a new user?

- A. User
- B. Communicate - User
- C. admin
- D. employee

Answer: B (LEAVE A REPLY)

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/>

NEW QUESTION: 11

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

- A. Monolithic Architecture
- B. Microservices Architecture
- C. Genesys Cloud CX Salesforce Architecture
- D. Single Core Architecture

Answer: B (LEAVE A REPLY)

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>

NEW QUESTION: 12

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

A. True

B. False

Answer: A (LEAVE A REPLY)

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/>

NEW QUESTION: 13

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.

Answer: A,B,E (LEAVE A REPLY)

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/>

NEW QUESTION: 14

What additional functionality does Communicate bring to Genesys Cloud CX?

A. Knowledge-based features, such as FAQs and communities.

B. Unified communications features, such as telephony, unified messaging, voice conferencing, and auto-attendant.

C. Call center features, such as ACD and scripting.

D. Directory capabilities, such as advanced search, profiles, and keyword searching.

Answer: B (LEAVE A REPLY)

Explanation

Communicate is a feature that brings unified communications features to Genesys Cloud CX, such as telephony, unified messaging, voice conferencing, and auto-attendant.

Communicate allows users to make and receive phone calls, send and receive messages, join voice conferences, and access voicemail within Genesys Cloud CX. Communicate also integrates with third-party applications, such as Salesforce, Microsoft Teams, Zoom, etc. References: <https://www.genesys.com/pricing>

<https://www.genesys.com/genesys-cloud/features/communicate>

NEW QUESTION: 15

Policies automate repetitive quality management tasks.

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

A. Update the Do Not Call list with records that have the appropriate wrap-up code.

B. Specify time sets as a matching criteria.

C. Set up a schedule to run a daily report.

D. Automatically assign an evaluation for all calls over 5 minutes.

E. Determine how long to retain recordings and whether to archive or delete them.

Answer: A,D,E (LEAVE A REPLY)

Explanation

Update the Do Not Call list with records that have the appropriate wrap-up code, automatically assign an evaluation for all calls over 5 minutes, and determine how long to retain recordings and whether to archive or delete them are three items that could be defined as policies in Genesys Cloud CX Quality Management.

Policies are rules that automate repetitive quality management tasks based on various criteria and conditions.

Policies can help contact center managers and supervisors streamline their quality management processes and ensure compliance with best practices and regulations.

References:

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

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

NEW QUESTION: 16

What do a Service Level of 80 and a Service Level Target of 20 for Voice interactions mean?

- A. 80 calls must be answered every 20 seconds.
- B. 80% of calls must be answered within 20 seconds.
- C. 80% of agents must answer calls within 20 seconds.
- D. 20 chats and calls must be answered in 80 seconds.

Answer: B (LEAVE A REPLY)

Explanation

A service level of 80 and a service level target of 20 for voice interactions mean that 80% of calls must be answered within 20 seconds. Service level is a metric that measures how well a contact center meets its customer service goals. Service level is calculated by dividing the number of interactions answered within a specified time threshold (service level target) by the total number of interactions offered in a given period. For example, if a contact center receives 100 calls in an hour and answers 80 calls within 20 seconds, then its service level is $80/100 = 0.8$ or 80%. References:

<https://help.mypurecloud.com/glossary/service-level/>

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

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NEW QUESTION: 17

Genesys Cloud CX Voice is _____.

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

Answer: D (LEAVE A REPLY)

Explanation

Genesys Cloud CX Voice is an internet-based telephony service that can be purchased and activated for use with Genesys Cloud CX. Genesys Cloud CX Voice provides a fully managed phone system that connects your phone devices with Genesys Cloud CX cloud services. With Genesys Cloud CX Voice, you do not need to configure or maintain any external trunks or telephony infrastructure. References:

<https://help.mypurecloud.com/articles/about-genesys-cloud-voice/>

<https://help.mypurecloud.com/articles/activate-genesys-cloud-voice/>

NEW QUESTION: 18

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

- A. AI
- B. VR
- C. Digital
- D. Human Capital Management
- E. Workforce Engagement

Answer: A,C,E (LEAVE A REPLY)

Explanation

AI, Digital, and Workforce Engagement are some of the add-on options provided in Genesys Cloud CX. These options allow customers to enhance their Genesys Cloud CX solution with additional features and capabilities.

AI enables customers to leverage artificial intelligence and machine learning for various use cases, such as chatbots, predictive engagement, voicebots, etc. Digital enables customers to support multiple digital channels, such as chat, email, message, social media, etc. Workforce Engagement enables customers to optimize their workforce management, quality management, performance management, etc. References:

<https://www.genesys.com/pricing> <https://www.genesys.com/genesys-cloud/features/ai>

<https://www.genesys.com/genesys-cloud/features/digital>

<https://www.genesys.com/genesys-cloud/features/workforce-engagement>

NEW QUESTION: 19

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

- A. Language

- B. Roles
- C. Skills
- D. Queue

Answer: (SHOW ANSWER)

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/>

NEW QUESTION: 20

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

Answer: A (LEAVE A REPLY)

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/>

NEW QUESTION: 21

Which of the following components can be added to scripts? (Choose four.)

- A. Visual Basic Control
- B. Text
- C. Call Flow
- D. Checkbox
- E. Web Page
- F. Image

Answer: B,D,E,F (LEAVE A REPLY)

Explanation

Text, Checkbox, Web Page, and Image are some of the components that can be added to scripts. These components allow agents to view or enter information during an interaction. Text components display static or dynamic text content. Checkbox components allow agents to select one or more options from a list. Web Page components display a web page within the script. Image components display an image within the script.

References: <https://help.mypurecloud.com/articles/add-a-text-component-to-a-script/>
<https://help.mypurecloud.com/articles/add-a-checkbox-component-to-a-script/>
<https://help.mypurecloud.com/articles/add-a-web-page-component-to-a-script/>
<https://help.mypurecloud.com/articles/add-an-image-component-to-a-script/>

NEW QUESTION: 22

All of the following are steps that need to be completed to configure an Edge appliance, EXCEPT

- _____.
- A. Create a Site
 - B. Assign the Edge to a Site
 - C. Configure a trunk
 - D. Create an Edge Group
 - E. Associate the network interface
 - F. Authenticate the Edge
 - G. Configure the Edge Connectors

Answer: C (LEAVE A REPLY)

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/>

NEW QUESTION: 23

Which of the following Edge features provides client and server-side call matching?

- A. SIP gateway
- B. SIP proxy

C. Media server

D. Call broker

Answer: D (LEAVE A REPLY)

Explanation

Call broker is the Edge feature that provides client and server-side call matching. Call broker is a service that runs on the Edge device and manages call control and signaling for inbound and outbound calls. Call broker matches incoming calls with outgoing calls based on various criteria, such as caller ID, DNIS, ANI, etc.

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

<https://help.mypurecloud.com/articles/call-broker/>

NEW QUESTION: 24

If you have not created any additional templates, you will have several default template options when creating a new script.

These default templates are: (Choose four.)

A. Blank Script

B. Default Callback Script

C. Default Inbound Script

D. Default Outbound Script

E. Collection Script Template

F. Sales Script Template

Answer: (SHOW ANSWER)

Explanation

Blank Script, Default Callback Script, Default Inbound Script, and Default Outbound Script are four default template options when creating a new script if you have not created any additional templates. A template is a reusable script layout that defines the structure and content of a script. You can use templates to create scripts faster and more consistently.

Genesys Cloud CX provides four default templates for different types of scripts:

* Blank Script is an empty template that allows you to create a script from scratch.

* Default Callback Script is a template for scripts that handle callback interactions.

* Default Inbound Script is a template for scripts that handle inbound interactions.

* Default Outbound Script is a template for scripts that handle outbound interactions.

You can also create your own custom templates for scripts based on your needs.

References:

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

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

NEW QUESTION: 25

Which user role is required to perform the deployment and installation of the Genesys Cloud CX organization?

A. Supervisor

- B. admin
- C. employee
- D. User

Answer: B (LEAVE A REPLY)

Explanation

The user role that is required to perform the deployment and installation of the Genesys Cloud CX organization is admin. The admin role grants full access to all features and functions within Genesys Cloud CX, including organization settings, integrations, user management, etc. The admin role is also required to activate licenses and subscriptions for Genesys Cloud CX. References:

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

<https://help.mypurecloud.com/articles/activate-your-subscription-and-licenses/>

NEW QUESTION: 26

Select all available options for adding widgets to a performance dashboard. (Choose four.)

- A. Agent Status
- B. Grid
- C. Text
- D. Metric
- E. Interaction
- F. Chart

Answer: B,C,D,F (LEAVE A REPLY)

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/>

NEW QUESTION: 27

Where do you add the list of IP or CIDR addresses which are allowed or denied access to an External or Phone Trunk?

- A. Availability
- B. SIP Access Control
- C. Outbound
- D. Calling

Answer: B (LEAVE A REPLY)

Explanation

SIP Access Control is where you can add the list of IP or CIDR addresses that are allowed or denied access to an External or Phone Trunk in Genesys Cloud CX Telephony Admin menu. SIP Access Control is a feature that allows you to control which IP addresses or CIDR ranges can access your External or Phone Trunks in Genesys Cloud CX. SIP Access Control can help you enhance the security and performance of your trunks by preventing unauthorized or unwanted access from external sources. You can add IP addresses or CIDR ranges to the Allow List or Deny List of your trunks based on your needs and preferences. References:

<https://help.mypurecloud.com/articles/sip-access-control-overview/>

<https://help.mypurecloud.com/articles/add-an-ip-address-or-cidr-range-to-a-trunk/>

NEW QUESTION: 28

You are preparing to deploy Genesys Cloud CX and need to order trunks.

Where can you find guidelines on PSTN carrier requirements?

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 29

The license used by a user is determined by the permissions enabled in the roles assigned to that user.

- A. True
- B. False

Answer: A (LEAVE A REPLY)

Explanation

The license used by a user is determined by the permissions enabled in the roles assigned to that user. Genesys Cloud CX offers different types of licenses with different levels of access and functionality. Each license corresponds to a set of permissions that enable or disable certain features within Genesys Cloud CX. When a user is assigned a role, they inherit the permissions associated with that role, which in turn determines their license type. References: <https://help.mypurecloud.com/articles/about-licenses/>

<https://help.mypurecloud.com/articles/assign-licenses-to-users/>

NEW QUESTION: 30

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

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

D. Queues

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 31

_____ binds the numbering plan with the trunk.

- A. Inbound route
- B. Outbound route
- C. Edge
- D. Edge Group

Answer: B ([LEAVE A REPLY](#))

Explanation

Outbound route is what binds the numbering plan with the trunk in Genesys Cloud CX Telephony Admin menu. An outbound route is a logical connection that allows voice communication from Genesys Cloud CX to an external system or network using a trunk. An outbound route can have various options configured to define its behavior and performance, such as:

- * Numbering plan
- * Trunk
- * Classification
- * Priority

An outbound route binds the numbering plan with the trunk by specifying which numbering plan and which trunk to use for outgoing calls based on the classification of the destination number. An outbound route can also specify the priority of the trunk to use when multiple trunks are available for the same classification.

References: <https://help.mypurecloud.com/glossary/outbound-route/>
<https://help.mypurecloud.com/articles/add-an-outbound-route/>

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NEW QUESTION: 32

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:

- A. Place and receive both ACD and non-ACD calls.

- B. Place ACD and non-ACD calls, but not receive.
- C. Receive ACD and non-ACD calls, but not place.
- D. Place and receive ACD calls; non-ACD calls can neither be place nor received.

Answer: A (LEAVE A REPLY)

Explanation

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. References:

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

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

NEW QUESTION: 33

What type of trunk would you configure to connect to AudioCodes phones?

- A. WebRTC phone trunk
- B. Phone trunk
- C. External trunk
- D. Network interface trunk

Answer: (SHOW ANSWER)

Explanation

Phone trunk is the type of trunk that you would configure to connect to AudioCodes phones in Genesys Cloud CX Telephony Admin menu. A trunk is a logical connection that allows voice communication between different systems or networks using various protocols or technologies. A trunk can have various options configured to define its behavior and performance, such as capacity limits, codecs preferences, caller ID settings etc. A phone trunk is a type of trunk that connects AudioCodes phones with Genesys Cloud CX using SIP protocol over TLS transport layer. References:

<https://help.mypurecloud.com/glossary/trunk/>

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

<https://help.mypurecloud.com/articles/audiocodes-phone-trunk-settings/>

NEW QUESTION: 34

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 35

Which of the following items need to be configured for an outbound campaign? (Choose three.)

- A. Agents
- B. Evaluation Forms
- C. Contact Lists
- D. Campaigns
- E. Dialing Modes

Answer: C,D,E (LEAVE A REPLY)

Explanation

Contact lists, campaigns, and dialing modes are three items that need to be configured for an outbound campaign in Genesys Cloud CX. An outbound campaign is a process that initiates outbound interactions to a list of contacts based on various settings and rules. To create an outbound campaign, you need to configure the following items:

- * Contact lists are files that contain information about the contacts that you want to reach with your outbound campaign, such as name, phone number, email address, etc.
- * Campaigns are entities that define various aspects of your outbound campaign, such as dialing mode, schedule, retry options, etc.
- * Dialing modes are methods that determine how Genesys Cloud CX places outbound calls to contacts based on various factors, such as agent availability, contact priority, dialing rate, etc.

Some other items that need to be configured for an outbound campaign are scripts, flows, queues, etc.

References: <https://help.mypurecloud.com/articles/about-outbound-campaigns/>
<https://help.mypurecloud.com/articles/create-a-contact-list/>
<https://help.mypurecloud.com/articles/create-a-campaign/>
<https://help.mypurecloud.com/articles/dialing-modes-overview/>

NEW QUESTION: 36

Which of the following reports display the number of interactions handled by an agent per day? (Choose two.)

- A. Agent Metrics Export Report
- B. Agent Metrics Report
- C. Agent Login-Logout Details Report
- D. Agent Quality Details Report

Answer: A (LEAVE A REPLY)

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/>

NEW QUESTION: 37

Genesys Cloud CX is fully supported on which of the following browsers? (Choose two.)

- A. Internet Explorer
- B. Firefox
- C. Chrome
- D. Safari
- E. Opera

Answer: (SHOW ANSWER)

Explanation

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. References:

<https://help.mypurecloud.com/articles/supported-browsers/>

<https://help.mypurecloud.com/articles/browser-limitations/>

NEW QUESTION: 38

Genesys Cloud CX supports embedded clients for Salesforce and Zendesk.

- A. True
- B. False

Answer: A (LEAVE A REPLY)

Explanation

Genesys Cloud CX supports embedded clients for Salesforce and Zendesk, which allow agents to use Genesys Cloud CX features within their CRM applications. The embedded clients provide seamless integration between Genesys Cloud CX and Salesforce or Zendesk, such as screen pop, click-to-dial, call logging, and more. References:

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

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

NEW QUESTION: 39

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

Answer: (SHOW ANSWER)

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/>

NEW QUESTION: 40

Which view helps supervisors analyze performance issues with a specific skill in one or more queues?

- A. Skills Performance
- B. Interactions
- C. Agents
- D. Queues Activity

Answer: A (LEAVE A REPLY)

NEW QUESTION: 41

What are the two methods to create a conference call in Genesys Cloud CX? (Choose two.)

- A.** With multiple active calls, click and drag an unselected call onto the previously selected call details.
- B.** Click the Conference button in Genesys Cloud CX directory, and then enter the names or phone numbers of the attendees.
- C.** Have all attendees call you. When all calls are active, click the Start Conference button.
- D.** Click the Calls icon, expand the Dialpad, then enter the names or phone numbers of the attendees in the search area and click Start Conference.

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 42

You can add more than one outbound route to the contact center.

- A.** True
- B.** False

Answer: A ([LEAVE A REPLY](#))

Explanation

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. References:

<https://help.mypurecloud.com/articles/add-an-outbound-route/>

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

NEW QUESTION: 43

Which of the following Edge feature contains the built-in remote survivability mode?

- A.** SIP gateway
- B.** Call broker
- C.** SIP proxy
- D.** Disaster recovery

Answer: ([SHOW ANSWER](#))

Explanation

SIP proxy is the Edge feature that contains the built-in remote survivability mode. Remote survivability mode is a feature that allows the Edge to continue to provide core telephony services even when it loses connection with Genesys Cloud CX. The SIP proxy service on the Edge detects the loss of connection and switches to remote survivability mode. In this

mode, the Edge can still route calls to and from phones, SIP trunks, and telephony gateways based on the last known configuration from Genesys Cloud CX. References:
<https://help.mypurecloud.com/articles/edge-device-overview/>
<https://help.mypurecloud.com/articles/edge-remote-survivability-faqs/>

NEW QUESTION: 44

Which of the following routes interactions based on an algorithm that determines the best available agent for the interaction?

- A. Architect
- B. Automatic Call Distribution
- C. Emergency Groups
- D. Scheduling

Answer: B (LEAVE A REPLY)

Explanation

Automatic Call Distribution (ACD) is the feature that routes interactions based on an algorithm that determines the best available agent for the interaction. ACD is a system that distributes incoming calls (or other types of interactions) to agents or queues based on various criteria, such as agent skills, availability, priority, etc. ACD uses an algorithm that evaluates these criteria and assigns each interaction to the most appropriate agent or queue. References:

<https://help.mypurecloud.com/glossary/automatic-call-distribution-acd/>
<https://help.mypurecloud.com/articles/about-acd/>

NEW QUESTION: 45

Eva, a contact center supervisor, wants to determine agent performance issues with interactions that set a specific wrap-up code in one or multiple queues.

Which of the following views can help Eva identify such issues?

- A. Agents Schedule Detail
- B. Agents Evaluation Detail
- C. Agents Interactions Detail
- D. Agents Wrap-Up Interval Detail

Answer: (SHOW ANSWER)

NEW QUESTION: 46

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

- A. Public Interface Services
- B. Application Services
- C. Core Services
- D. Communication Services

Answer: C (LEAVE A REPLY)

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NEW QUESTION: 47

You have just added a new document to Genesys Cloud CX, and want everyone in the organization to have access to it.

What must you do to ensure that users can find the document when needed?

- A. Add meaningful tags to the document.
- B. Add a priority of "High" to the document.
- C. Ensure that the document name is easy to search for.
- D. Number the document such that it appears on the top of the list.

Answer: (SHOW ANSWER)

Explanation

Adding meaningful tags to the document is what you must do to ensure that users can find the document when needed after you have added a new document to Genesys Cloud CX Collaborate Workspace. Tags are keywords or phrases that describe the content or purpose of a document in Workspace. Tags help users to find documents faster and easier by using filters or search queries based on tags. You can add tags to a document when you create or edit it in Workspace. References:

<https://help.mypurecloud.com/articles/add-tags-to-a-document/>

<https://help.mypurecloud.com/articles/search-for-a-document/>

NEW QUESTION: 48

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.

Answer: C (LEAVE A REPLY)

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/>

NEW QUESTION: 49

You cannot add variables to a script.

A. True

B. False

Answer: B (LEAVE A REPLY)

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/>

NEW QUESTION: 50

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

Answer: B (LEAVE A REPLY)

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/>

NEW QUESTION: 51

What is the distinguishing feature between queues and groups?

- A. Queues can have agents as members, while groups cannot.
- B. Both queues and groups have the same ACD capabilities.
- C. Unlike groups, queues allow for more complex scenarios like skill-based routing.
- D. Queues can be used in Architect flows, while groups cannot.

Answer: C (LEAVE A REPLY)

Explanation

Queues and groups are both used to organize users within Genesys Cloud CX, but they have different purposes and capabilities. Queues are used to route interactions to agents based on various criteria, such as skills, availability, utilization, etc. Queues can also be used in Architect flows to define routing logic and actions for different types of interactions. Groups are used to manage users and their permissions, such as roles, divisions, etc. Groups cannot be used for routing interactions or in Architect flows. References:
<https://help.mypurecloud.com/articles/about-queues/>
<https://help.mypurecloud.com/articles/about-groups/>

NEW QUESTION: 52

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

- A. True
- B. False

Answer: A (LEAVE A REPLY)

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/>

NEW QUESTION: 53

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

- A. Full Access

- B. Partial
- C. Read-Only
- D. Write-Only
- E. Contributor
- F. Collaborator

Answer: A,C,E (LEAVE A REPLY)

Explanation

Full Access, Read-Only, and Contributor are three access level permission types for workspace (Documents > Workspace) membership in Genesys Cloud CX Collaborate. Workspace is a feature that allows users to create and manage documents in Genesys Cloud CX Collaborate. Workspace provides various features and functions for users to create, edit, share, organize, and search documents within an organization. Users can have different access level permissions for workspace membership based on their roles and needs. The access level permissions for workspace membership are:

- * Full Access: Users can create, edit, delete, share, move, copy, tag, download, upload, and view any document in the workspace.
- * Read-Only: Users can only view documents in the workspace. They cannot create, edit, delete, share,
 - * move, copy, tag, download, or upload any document in the workspace.
- * Contributor: Users can create new documents in the workspace and edit or delete their own documents.

They can also share, move, copy, tag, download, upload, and view any document in the workspace.

Some other access level permission types for workspace membership are Owner and Collaborator. References:

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

<https://help.mypurecloud.com/articles/manage-workspace-membership/>

NEW QUESTION: 54

Bullseye routing method relaxes the required skills as the selection pool expands from one ring to the next.

What is the maximum number of rings that can be defined for Bullseye routing?

- A. 8
- B. 6
- C. 4
- D. 2

Answer: (SHOW ANSWER)

Explanation

The maximum number of rings that can be defined for Bullseye routing is 6. Bullseye routing is a type of AND Evaluation Method that evaluates agents based on predefined rings of skill requirements that relax as the selection pool expands from one ring to the

next. Each ring can have one or more required skills and a minimum proficiency level for each skill. The first ring has the strictest skill requirements and the last ring has the loosest skill requirements. References: <https://help.mypurecloud.com/articles/bullseye-routing/>

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