Genesys GCX-GCP

GENESYS CLOUD CX PROFESSIONAL CERTIFICATION QUESTIONS & ANSWERS

Exam Summary – Syllabus – Questions

GCX-GCP

Genesys Cloud CX Professional Certification (GCX-GCP)
55 Questions Exam – 65% Cut Score – Duration of 120 minutes

www.VMExam.com

Table of Contents

Know Your GCX-GCP Certification Well:

The GCX-GCP is best suitable for candidates who want to gain knowledge in the Genesys Genesys Cloud CX. Before you start your GCX-GCP preparation you may struggle to get all the crucial Cloud CX Professional materials like GCX-GCP syllabus, sample questions, study guide.

But don't worry the GCX-GCP PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the GCX-GCP syllabus?
- How many questions are there in the GCX-GCP exam?
- Which Practice test would help me to pass the GCX-GCP exam at the first attempt?

Passing the GCX-GCP exam makes you Genesys Cloud CX Professional Certification (GCX-GCP). Having the Cloud CX Professional certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

Genesys GCX-GCP Cloud CX Professional Certification Details:

Exam Name	Genesys Cloud CX Professional Certification
Exam Code	GCX-GCP
Exam Price	$500 USD
Duration	120 minutes
Number of Questions	55
Passing Score	65%
Recommended Training / Books	**Genesys Cloud CX: Contact Center Administration** **Genesys Cloud CX: Implementation** **Genesys Cloud CX: Reporting and Analytics**
Schedule Exam	**Kryterion Webassessor**
Sample Questions	**Genesys GCX-GCP Sample Questions**
Recommended Practice	**Genesys Cloud CX Professional Certification (GCX-GCP) Practice Test**

GCX-GCP Syllabus:

Section	Objectives
Genesys Cloud: Contact Center Administration - 40%	
Genesys Cloud Platform and CC Admin	- Overview of Genesys Cloud Collaborate - List the features of Genesys Cloud contact center - List the three levels of contact center licensing
ACD and Supervisor Tools	- Describe ACD processing - Explain interaction flow and queue design - Explore evaluation and routing combination methods - Configure agent utilization - Configure ACD skills and language skills - Configure wrap-up codes - Configure after call work - Activate and deactivate agents on queues - Configure ACD email in admin settings - Manage ACD email routing - Describe ACD messages - Understand performance dashboards - Create and manage alerts - Activate and deactivate agents in queues - Monitor in-progress interactions
Roles, Permissions, and Divisions	- List the types of roles and permissions - Explain license management - Understand divisions
Genesys Cloud Architect and Scripting	- Features of Genesys Cloud Architect - Describe the options for flow management - Work with prompts - Describe Scripts and understand basic script functionality - Create a basic script
Outbound Dialing, QM, and WFM	- Describe Outbound Dialing modes - Explain Contact Lists - Configure and test an Outbound Power Dialing campaign - Understand quality policies - Describe how to enable call recording on a Trunk - Create a recording policy - Create and publish an Evaluation Form - Work on the Quality Evaluator Dashboard - Work on the Quality Administrator Dashboard - Explain Workforce Management

Section	Objectives
	- Work with Schedules - Explain Agents Schedule Detail view - Add a Blank Schedule
Genesys Cloud: Implementation - 40%	
Genesys Cloud Platform and Collaborate	- Describe the Genesys Cloud contact center - Identify the various licensing levels - Understand Genesys Cloud platform - Access Genesys Cloud apps
Configurations of Genesys Cloud Collaborate	- Understand Collaborate configurations - Add a Location - Configure Sites - Add people to the Organization - Work with Groups - Setup Group Workspaces
Features of Genesys Cloud Communicate	- Understand features of Genesys Cloud Communicate - Describe Genesys Cloud Telephony - Describe Genesys Cloud Voice - Work with Edges - Configure the Genesys Cloud Edge Standard v2 - Describe Trunks in Genesys Cloud - Work with Phones
Genesys Cloud: Reporting and Analytics - 20%	
Dynamic Views	- Use Performance Dashboards - Understand Queues view - Explain My Queues Activity view - Explain Queues Activity Detail view - Explain Queues Performance Summary view - Explain Agent Performance views - Explain Interaction view - Explain Skills Performance view - Manage your team through presence and status

Genesys GCX-GCP Sample Questions:

Question: 1

Which three components make up the Genesys Cloud Platform?

a) Collaborate, Communicate, and Contact Center
b) Collaborate, Communicate, and Customer Support
c) Collaborate, Communicate, and Call Center
d) Collaborate, Contact Center, and Workforce Management

Answer: a

Question: 2

Which of the following attributes are assigned to agents to ensure that interactions are routed to the most appropriate agent?

(Choose two options)

a) Language
b) A Score
c) Desire to Use
d) Skills

Answer: a, d

Question: 3

Identify the correct description for Best Available Skills.

a) ACD only considers agents who have all the required skills.
b) ACD builds a list of agents with all skills; then considers skill proficiency of the agents to put them in sequence.
c) ACD selects the agents with the longest time since the last interaction.
d) ACD randomly assigns interactions to any available agent, regardless of skills.

Answer: b

Question: 4

What is the purpose of an Evaluation Form in Quality Management?

(Choose two options)

a) They provide customers a way to provide feedback about their experience.
b) They measure how well your agents are performing at their job.
c) They measures the effectiveness of a campaign.
d) They can highlight where additional agent training might be needed.

Answer: b, d

Question: 5

You can enable the location detection setting of the contact center from the _____ container.

a) Account Settings
b) Integrations
c) People & Permissions
d) Directory

Answer: a

Question: 6

How can a supervisor activate or deactivate agents in queues in Genesys Cloud?

a) By modifying interaction flows
b) By using the queue management interface
c) Through wrap-up code configurations
d) By accessing performance dashboards

Answer: b

Question: 7

What does the "after call work" (ACW) setting in Genesys Cloud allow agents to do?

a) Extend break times between interactions
b) Log and categorize the interaction after it concludes
c) Automatically forward calls to the next agent
d) Route the next interaction automatically

Answer: b

Question: 8

What is the maximum file size that a user can upload into Genesys Cloud Documents?

a) 50 MB
b) 1 GB
c) 2 GB
d) No Limit

Answer: c

Question: 9

Genesys Cloud 1 supports which of the following flows?

a) SMS and messaging flows
b) Work flows
c) Email and chat flows
d) Outbound call flows

Answer: d

Question: 10

Which of the following displays the real-time metrics for the contact center?

a) Dynamic Views
b) Architect
c) Resource Center
d) All of the above

Answer: a

Study Guide to Crack Genesys Cloud CX Professional GCX-GCP Exam:

- Getting details of the GCX-GCP syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the GCX-GCP exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the Genesys provided training for GCX-GCP exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the GCX-GCP sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on GCX-GCP practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for GCX-GCP Certification

Make VMExam.com your best friend during your Genesys Cloud CX Professional Certification exam preparation. We provide authentic practice tests for the GCX-GCP exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual GCX-GCP exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the GCX-GCP exam.

Start Online practice of GCX-GCP Exam by visiting URL

https://www.vmexam.com/genesys/gcx-gcp-genesys-cloud-cx-professional-certification