Genesys.GCP-GCX.v2025-12-17.q120

Exam Code:	GCP-GCX
Exam Name:	Genesys Cloud CX Certified Professional - Consolidated Exam
Certification Provider:	Genesys
Free Question Number:	120
Version:	v2025-12-17
# of views:	281
# of Questions views:	1412
https://www.dumpsfiles.com/files/Genesys/GCP-GCX/Genesys.GCP-GCX.v2025-12-17.q120	

NEW QUESTION: 1
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: (SHOW ANSWER)
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: 2
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: C (LEAVE A REPLY)

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. Reference: https://help.mypurecloud.com/articles/edge-device-overview/ https://help.mypurecloud.com/articles/edge-remote-survivability-faqs/

NEW QUESTION: 3
Your customizations in the interaction view remain in effect even if you leave the view and return to it later.
A. True
B. False
Answer: A (LEAVE A REPLY)
Your customizations in the interaction view remain in effect even if you leave the view and return to it later is a true statement. The interaction view is a view that shows various metrics and details related to interaction performance and activities in Genesys Cloud CX Performance menu. The interaction view can help you measure and improve various aspects of your interaction performance and activities, such as:
Interaction volume
Interaction quality
Interaction outcomes
Interaction flows
Your customizations in the interaction view remain in effect even if you leave the view and return to it later because:
You can customize the interaction view by using various filters and columns to show only certain data. For example, you can choose to show only certain columns or filter to see certain types of interactions. You can also save your filter and column settings as a saved view to switch quickly between different data of interest in the same view.
Your customizations remain as you navigate from view to view or leave and return to a view. This means that Genesys Cloud CX remembers your preferences and settings for the interaction view and applies them when you access the view again. This can help you save time and effort when you want to see the same data again.

NEW QUESTION: 4
Which of the following Edge feature contains the built-in remote survivability mode?
A. Call broker
B. Disaster recovery
C. SIP proxy
D. SIP gateway

Answer: (SHOW ANSWER)

NEW QUESTION: 5
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: 6
In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by:
A. Creating a number-plan to identify premium-rate numbers.
B. Manually training users to prevent calling premium-rate numbers.
C. Configuring trunks to identify premium-rate numbers.
D. Specifying the premium-rate numbers you would like to restrict access to, while subscribing to Genesys Cloud CX.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 7
A user who is freshly added to Genesys Cloud CX realizes that there is no phone call icon on the left pane, preventing the user from making or receiving calls.
What is the most likely reason for this?
A. The user may have deleted the icon.
B. The user is not assigned the appropriate role.
C. The phone number is being used by a different user.
D. The user's phone is unplugged.
Answer: (SHOW ANSWER)

NEW QUESTION: 8

Sam is in charge of handling incoming interactions that are sent via the queue. Some calls enter and exit the queue without being handled or terminated.
What terminology is used to describe such calls?
A. IVR
B. Abandon
C. Flow-outs
D. Disconnect
Answer: C (LEAVE A REPLY)
Explanation
Flow-outs is the terminology used to describe calls that enter and exit the queue without being handled or terminated in Genesys Cloud CX Performance menu. A flow-out is a call that was offered to a queue or an agent group, but exited the queue or the agent group before reaching an agent or being abandoned by the caller. A flow-out can occur for various reasons, such as:
* The call was transferred to another queue or resource group by a routing strategy
* The call was transferred to voicemail after a timeout by a routing strategy
* The call was handled by an IVR or a bot without reaching an agent
Flow-outs can affect various metrics in Genesys Cloud CX Performance menu , such as :
* Flow-out Count : The number of calls that flowed out of a queue or an agent group during a specified period of time .
* Flow-out Rate : The percentage of calls that flowed out of a queue or an agent group during a specified period of time .
* Service Level : The percentage of calls that were answered within a target time threshold during a specified period of time .
References: https://help.mypurecloud.com/glossary/flow-out/
https://help.mypurecloud.com/articles/why-does-the-offered-metric-not-always-equal-the-answered-plus-abando

NEW QUESTION: 9
Which of the following statements are true regarding the Genesys Cloud CX Edge appliance? (Choose three.)
A. It operates as a provisioning server, media server, SIP proxy, and SIP gateway.
B. It provides core telephony services.
C. It manages connections between your phones, SIP trunks, telephony gateways, Genesys Cloud CX, and third-party systems.
D. It manages the Genesys Cloud CX platform services.
E. It provides for the integration of Active Directory, SharePoint, and other third-party data.
Answer: A,B,C (LEAVE A REPLY)

NEW QUESTION: 10
Which of the following are AND Evaluation Methods? (Choose three.)

A. Disregard skills
B. Bullseye matching
C. All skills matching
D. Best available skills
E. Agent availability
Answer: B,D,E (LEAVE A REPLY)

NEW QUESTION: 11
Which of the following best defines the performance view for Agents?
A. Used to view historical data only.
B. Used to monitor real-time contact center metrics.
C. Used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.
D. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 12
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)
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. Reference:
https://help.mypurecloud.com/articles/add-widgets-to-a-performance-dashboard/
https://help.mypurecloud.com/articles/widget-types/

NEW QUESTION: 13
Under which container is Queue available?
A. Routing
B. Integration
C. Contact Center
D. Telephony
Answer: C (LEAVE A REPLY)

NEW QUESTION: 14
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: B (LEAVE A REPLY)
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. Reference: 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: 15
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)
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

NEW QUESTION: 16
Amelia is changing departments within the organization and has a new manager.
Currently, Genesys Cloud CX is not synchronized with the HR systems.
What steps should you take to update her reporting structure in Genesys Cloud CX?
A. Do nothing. Genesys Cloud CX will update everything automatically.
B. Update her manager in her profile. Genesys Cloud CX will automatically update her place in the hierarchy.
C. Update her peers. Genesys Cloud CX will then update her manager automatically.
D. Update her manager and her peers in her profile.
Answer: (SHOW ANSWER)
Explanation
The steps you should take to update Amelia's reporting structure in Genesys Cloud CX are to update her manager in her profile and let Genesys Cloud CX automatically update her place in the hierarchy. You can change a user's manager by editing their profile and selecting a new manager from a list of users. Genesys Cloud CX will then update the user's position in the organizational hierarchy based on their manager.
References: https://help.mypurecloud.com/articles/change-a-users-manager/ https://help.mypurecloud.com/articles/view-the-organizational-hierarchy/

Valid GCP-GCX Dumps shared by TrainingDump.com for Helping Passing GCP-GCX Exam! TrainingDump.com now offer the **newest GCP-GCX exam dumps**, the TrainingDump.com GCP-GCX exam **questions have been updated** and **answers have been corrected** get the **newest** TrainingDump.com GCP-GCX dumps with Test Engine here: https://www.trainingdump.com/Genesys/GCP-GCX-practice-exam-dumps.html (**144** Q&As Dumps, **40%OFF** **Special Discount:** **Exam-Tests**)

NEW QUESTION: 17
Which of the following reports display the number of interactions handled by an agent per day? (Choose two.)
A. Agent Login-Logout Details Report
B. Agent Quality Details Report
C. Agent Metrics Export Report
D. Agent Metrics Report
Answer: C (LEAVE A REPLY)

NEW QUESTION: 18
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. Base settings
B. Phone name
C. Hardware ID (MAC address)
D. Phone model
Answer: (SHOW ANSWER)

NEW QUESTION: 19
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. Sales Script Template
D. Collection Script Template
E. Default Inbound Script
F. Default Outbound Script
Answer: A,C,D,E (LEAVE A REPLY)

NEW QUESTION: 20
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: 21
The_____for iOS leverages the form factor of iOS tablets to help supervisors, managers, and executives make faster, more effective managerial and operational decisions
A. Genesys Cloud CX Supervisor
B. Genesys Cloud CX Hub
C. Genesys Cloud CX Task Manager
D. Genesys Cloud CX Social Media Analyzer
Answer: A (LEAVE A REPLY)
The Genesys Cloud CX Supervisor app for iOS is specifically designed to leverage the form factor and capabilities of iOS tablets, providing supervisors, managers, and

executives with a powerful tool to make faster and more effective managerial and operational decisions. This app offers a user-friendly interface and real-time data insights, enabling leaders to monitor agent performance, queue statistics, and other critical metrics on the go, thereby enhancing decision-making efficiency and responsiveness to changing operational needs.

NEW QUESTION: 22
Which of the following statements defines a critical question in an Evaluation Form?
A. Critical questions are used to prioritize questions that are critical to the success of an interaction. A separate critical score is calculated for critical questions.
B. Critical questions are questions that the agent must answer.
C. Critical questions are multiple choice questions that have a higher weightage than non-critical questions.
D. If answered "No", critical questions will result in an evaluation score of zero for the interaction.
Answer: (SHOW ANSWER)
Reference:
Critical questions are questions that have a significant impact on the quality of an interaction. If answered "No", critical questions will result in an evaluation score of zero for the interaction, regardless of how other questions are answered. Critical questions are used to identify interactions that fail to meet minimum quality standards. Reference: https://help.mypurecloud.com/articles/create-an-evaluation-form/ https://help.mypurecloud.com/articles/evaluate-interactions/

NEW QUESTION: 23
What is the maximum tile size that can be uploaded onto Genesys Cloud CX's Workspace?
A. 10 MB
B. No limit
C. 2 GB
D. 100 MB
Answer: (SHOW ANSWER)

NEW QUESTION: 24
Which of the following statements about WebRTC phones is incorrect?
A. Genesys Cloud CX WebRTC phone runs in the browser.
B. A WebRTC phone has no additional hardware or software requirements, apart from a supported browser.
C. It is assigned to a specific user and only that user has permission to use the phone.
D. A WebRTC phone can be used even when disconnected from the Cloud.
Answer: (SHOW ANSWER)

Reference:
The statement that a WebRTC phone can be used even when disconnected from the cloud is incorrect. A WebRTC phone is a browser-based phone that runs in a supported web browser and connects to Genesys Cloud CX cloud services via WebRTC protocol. A WebRTC phone does not require any additional hardware or software apart from a supported browser and a headset or microphone/speaker device. However, a WebRTC phone cannot be used when disconnected from the cloud because it relies on an internet connection to communicate with Genesys Cloud CX. Reference:
https://help.mypurecloud.com/articles/about-webrtc-phones/
https://help.mypurecloud.com/articles/webrtc-phone-limitations/

NEW QUESTION: 25
Genesys Cloud CX Collaborate supports video chat with upto_____people simultaneously
A. 8
B. 14
C. 12
D. 10
Answer: C (LEAVE A REPLY)

NEW QUESTION: 26
Which of the following statements are true? (Choose three.)
A. A queue report only counts interactions handled by an agent.
B. An Abandon is an interaction that disconnects before an agent handles it.
C. An agent-based report counts any interactions an agent worked with.
D. Each report contains a predefined set of metrics.
E. Reports once created cannot be configured.
Answer: A,B,D (LEAVE A REPLY)
A queue report only counts interactions that spent time in the queue, but an agent-based report counts any interactions an agent worked with, an Abandon is an interaction that disconnects before an agent handles it, and each report contains a predefined set of metrics are three true statements about reports 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
Some true statements about reports are:

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 Abandon is an interaction that disconnects before an agent handles it. This means that the interaction was offered to a queue or an agent, but the customer or caller disconnected before reaching an agent. An Abandon can affect various metrics, such as:
Abandon Count
Abandon Rate
Service Level
Average Speed of Answer
Each report contains a predefined set of metrics. This means that each report has a specific purpose and scope, and shows only the relevant metrics for that purpose and scope. You cannot add or remove metrics from a report, but you can set various parameters for reports, such as:
Which users or queues to include
Which media types to include
What date range to report on
When to run the report
Some false statements about reports are:
Offered always equals Answered plus Abandoned plus Transfer. This is not always true, because some interactions may not be counted as Answered, Abandoned, or Transfer for various reasons, such as:
The interaction was transferred to voicemail after a timeout
The interaction was transferred to another queue or resource group
The interaction was handled by an IVR or a bot
Reports once created cannot be configured. This is not true, because you can configure reports by editing or deleting them in Genesys Cloud CX Performance menu . You can also configure reports by changing various options , such as :
Report name
Report format
Report frequency
Report recipients

NEW QUESTION: 27
You cannot add variables to a script.

A. True
B. False
Answer: (SHOW ANSWER)
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: 28
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: A,C (LEAVE A REPLY)
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. Reference: https://help.mypurecloud.com/articles/about-acd-skills/
https://help.mypurecloud.com/articles/add-skills-to-a-user/

NEW QUESTION: 29
Sam wants to install the reporting app on his iPad to access metrics.
Which of the following apps does he need to install?
A. Genesys Cloud CX Admin
B. Genesys Cloud CX User
C. Genesys Cloud CX Reporting
D. Genesys Cloud CX Supervisor
Answer: D (LEAVE A REPLY)
Explanation
Genesys Cloud CX Supervisor is the app that Sam needs to install on his iPad to access metrics in Genesys Cloud CX Performance menu. Genesys Cloud CX Supervisor is a mobile app that allows supervisors to monitor real-time and historical metrics about their contact center performance and activities in Genesys Cloud CX. Genesys Cloud CX

Supervisor can help supervisors manage and improve various aspects of their contact center, such as:
* Agent performance
* Queue performance
* Interaction quality
* Customer satisfaction
* Workforce management
Genesys Cloud CX Supervisor allows supervisors to access metrics on their iPad by providing various features, such as:
* Dashboards: Supervisors can view real-time metrics about agents, queues, skills, interactions, and flows on customizable dashboards.
* Reports: Supervisors can view historical data about agents, queues, skills, interactions, flows, and outcomes on predefined reports.
* Alerts: Supervisors can receive notifications about important events or issues that affect their contact center performance or activities.
* Coaching: Supervisors can provide feedback or guidance to agents based on their performance or activities.
References: https://help.mypurecloud.com/articles/about-genesys-cloud-supervisor/ https://help.mypurecloud.com/articles/install-genesys-cloud-supervisor/

NEW QUESTION: 30
What are the two methods to create a conference call in Genesys Cloud CX? (Choose two.)
A. Have all attendees call you. When all calls are active, click the Start Conference button.
B. With multiple active calls, click and drag an unselected call onto the previously selected call details.
C. 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.
D. Click the Conference button in Genesys Cloud CX directory, and then enter the names or phone numbers of the attendees.
Answer: (SHOW ANSWER)

NEW QUESTION: 31
Which of the following is NOT a Genesys Cloud CX Collaborate feature?
A. Text Chat
B. AI Chat
C. Video Chat
D. Content Management
Answer: B (LEAVE A REPLY)
Explanation

AI Chat is not a Genesys Cloud CX Collaborate feature. Collaborate is a feature that enables internal communication and collaboration among users within an organization using Genesys Cloud CX. Collaborate provides various features and functions for users to interact with each other in real time or asynchronously, such as:
* Text Chat
* Video Chat
* Content Management
* Group Messaging
* Presence Indicators
AI Chat is a feature that enables external communication and automation using artificial intelligence (AI) powered chatbots or voicebots. AI Chat provides various features and functions for customers to interact with chatbots or voicebots using natural language processing (NLP) and machine learning (ML), such as:
* Intent Recognition
* Entity Extraction
* Sentiment Analysis
* Conversation Flow
* Knowledge Base
References: https://help.mypurecloud.com/articles/collaborate-overview/ https://help.mypurecloud.com/glossary/ai-chat/

Valid GCP-GCX Dumps shared by TrainingDump.com for Helping Passing GCP-GCX Exam! TrainingDump.com now offer the **newest GCP-GCX exam dumps**, the TrainingDump.com GCP-GCX exam **questions have been updated** and **answers have been corrected** get the **newest** TrainingDump.com GCP-GCX dumps with Test Engine here: https://www.trainingdump.com/Genesys/GCP-GCX-practice-exam-dumps.html (**144** Q&As Dumps, **40%OFF** **Special Discount:** **Exam-Tests**)

NEW QUESTION: 32
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: (SHOW ANSWER)
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: 33
Which of the following attributes ensure that the interactions are routed to the most qualified agent? (Choose two.)
A. Index Ratings
B. Medians
C. Knowledge levels
D. Languages
E. Skills
Answer: C,E (LEAVE A REPLY)

NEW QUESTION: 34
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: 35
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)
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.
Reference: https://help.mypurecloud.com/articles/supported-browsers/
https://help.mypurecloud.com/articles/browser-limitations/

NEW QUESTION: 36
Where can you add preconfigured settings to the phones?
A. Admin > Telephone > Phone Management > Phones
B. Admin > Telephone > Phone Management > Calls
C. Admin > Telephone > Phone Management > Base Settings
Answer: A (LEAVE A REPLY)

NEW QUESTION: 37
Which view helps supervisors analyze performance issues with a specific skill in one or more queues?
A. Skills Performance
B. Queues Activity
C. Agents
D. Interactions
Answer: A (LEAVE A REPLY)
Reference:
The Skills Performance view helps supervisors analyze performance issues with a specific skill in one or more queues. It shows metrics such as service level, average speed of

answer, average handle time, and abandonment rate for each skill. Supervisors can use this view to identify skills that need more training or staffing. Reference: https://help.mypurecloud.com/articles/skills-performance-view/

NEW QUESTION: 38
Which feature enables a voice interaction to interrupt an email interaction?
A. Utilization
B. ACD Skills
C. Emergency Routing
D. Scripts
Answer: A (LEAVE A REPLY)
Explanation
Utilization is a feature that enables a voice interaction to interrupt an email interaction when the voice interaction has a higher priority than the email interaction. Utilization is a percentage that indicates how much of an agent's time is spent on handling interactions. When an agent is handling an email interaction, their utilization is lower than when they are handling a voice interaction. Therefore, if a voice interaction arrives in the queue and there are no other available agents, the voice interaction can interrupt the email interaction and be routed to the agent with the lowest utilization. References:
https://help.mypurecloud.com/articles/utilization/
https://help.mypurecloud.com/articles/understand-how-email-interactions-work/

NEW QUESTION: 39
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. Scheduling
D. Emergency Groups
Answer: B (LEAVE A REPLY)

NEW QUESTION: 40
Files uploaded to the workspace can be shared with non-members of the Genesys Cloud CX organization.
A. True
B. False
Answer: B (LEAVE A REPLY)
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: 41
What level of permissions does a user require to view the organization settings?
A. Admin
B. Agent
C. Supervisor
D. All of the above
Answer: A (LEAVE A REPLY)
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. Reference: https://help.mypurecloud.com/articles/organization-settings-overview/ https://help.mypurecloud.com/articles/about-permissions/ https://help.mypurecloud.com/articles/admin-permission/

NEW QUESTION: 42
User Status Detail report includes specifics about queue activity such as interacting, idle, and not responding.
A. False
B. True
Answer: (SHOW ANSWER)

NEW QUESTION: 43
Genesys Cloud CX Voice is _____.
A. A help bot that is available within Genesys Cloud CX chat.

B. A third-party service that provides external Phone Trunks.
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)

NEW QUESTION: 44
Which of the following best defines the performance view for Agents?
A. Used to monitor real-time contact center metrics.
B. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.
C. Used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.
D. Used to view historical data only.
Answer: B (LEAVE A REPLY)
Explanation
The performance view for Agents is used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW in Genesys Cloud CX Performance menu. The performance view for Agents is a view that shows various metrics and details related to agent performance and activities in Genesys Cloud CX. The performance view for Agents can help you measure and improve various aspects of your agent performance and activities, such as:
* Availability
* Productivity
* Quality
* Conduct
* Satisfaction
The performance view for Agents is used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW because:
* Real-time metrics are metrics that show the current data for agents, queues, skills, interactions, and flows. Real-time metrics are updated every 10 minutes in Genesys Cloud CX Performance menu . You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.
* Status is a metric that shows the current state of an agent in Genesys Cloud CX. Status can indicate whether an agent is available to handle interactions, busy with an interaction, or away from their workstation. Status can also indicate the reason why an agent is away or busy. You can see the current status of an agent in the performance view for Agents.
* Time in status is a metric that shows the amount of time (HH:MM:SS) that an agent has spent in their current status. Time in status can help you measure the availability and productivity of an agent. You can see the current time in status of an agent in the performance view for Agents.

* Calls answered is a metric that shows the number of calls that an agent has answered during a specified period of time. Calls answered can help you measure the productivity and quality of an agent. You can see the current calls answered by an agent in the performance view for Agents.
* Average talk time is a metric that shows the average amount of time (HH:MM:SS) that an agent has spent talking with customers during a specified period of time. Average talk time can help you measure the productivity and quality of an agent. You can see the current average talk time of an agent in the performance view for Agents.
* Average ACW is a metric that shows the average amount of time (HH:MM:SS) that an agent has spent performing after-call work (ACW) during a specified period of time. ACW is the work that an agent does after completing an interaction, such as updating records or sending emails. Average ACW can help you measure the productivity and quality of an agent. You can see the current average ACW of an agent in the performance view for Agents.
References: https://help.mypurecloud.com/articles/performance-dashboards-overview/ https://help.mypurecloud.com/articles/agents-performance-views-overview/ https://help.mypurecloud.com/articles/agent-status-overview/

NEW QUESTION: 45
What is the maximum limit for creating performance dashboards for private users?
A. 25
B. 15
C. 20
D. 10
Answer: C (LEAVE A REPLY)

NEW QUESTION: 46
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
Answer: (SHOW ANSWER)
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/

Valid GCP-GCX Dumps shared by TrainingDump.com for Helping Passing GCP-GCX Exam! TrainingDump.com now offer the **newest GCP-GCX exam dumps**, the TrainingDump.com GCP-GCX exam **questions have been updated** and **answers have been corrected** get the **newest** TrainingDump.com GCP-GCX dumps with Test Engine here: https://www.trainingdump.com/Genesys/GCP-GCX-practice-exam-dumps.html (**144** Q&As Dumps, **40%OFF** **Special Discount:** **Exam-Tests**)

NEW QUESTION: 47
You can allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization.
A. True
B. False
Answer: A (LEAVE A REPLY)

NEW QUESTION: 48
Which of the following types of interactions can be configured for Recording Policies?
A. Call
B. Chat
C. Email
D. Message
E. All of the above
Answer: E (LEAVE A REPLY)
Reference:
All types of interactions (Call, Chat, Email, Message) can be configured for Recording Policies. Recording Policies allow administrators to define when and how interactions are recorded based on various criteria, such as queue membership, direction (inbound or outbound), media type (voice or screen), etc. Reference:
https://help.mypurecloud.com/articles/about-recording-policies/
https://help.mypurecloud.com/articles/create-a-recording-policy/

NEW QUESTION: 49
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

Answer: B (LEAVE A REPLY)
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 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 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:
Offered count
Answered count
Abandoned count
Transfer count

NEW QUESTION: 50
Which view helps supervisors analyze performance issues with a specific skill in one or more queues?
A. Queues Activity
B. Agents
C. Skills Performance
D. Interactions
Answer: C (LEAVE A REPLY)

NEW QUESTION: 51

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)
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. Reference:
https://help.mypurecloud.com/articles/about-workforce-management/
https://help.mypurecloud.com/articles/workforce-management-overview/

NEW QUESTION: 52
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. Open Admission
B. Disable Location Detection
C. Password Expiration
D. Disable Genesys Cloud CX Login
Answer: A (LEAVE A REPLY)

NEW QUESTION: 53
Once you create a custom field on your profile, it cannot be deleted from the Admin interface
A. True
B. False
Answer: B (LEAVE A REPLY)
In Genesys Cloud CX, while custom fields allow for tailored data collection and reporting, they can be managed through the Admin interface. This includes the ability to delete custom fields if they are no longer needed, ensuring that the system remains relevant and uncluttered with obsolete data fields. Administrators have the flexibility to modify and delete custom fields to adapt to changing business requirements.

NEW QUESTION: 54
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: 55
In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by:
A. Creating a number-plan to identify premium-rate numbers.
B. Specifying the premium-rate numbers you would like to restrict access to, while subscribing to Genesys Cloud CX.
C. Manually training users to prevent calling premium-rate numbers.
D. Configuring trunks to identify premium-rate numbers.
Answer: (SHOW ANSWER)

NEW QUESTION: 56
What is the distinguishing feature between queues and groups?
A. Queues can have agents as members, while groups cannot.
B. Unlike groups, queues allow for more complex scenarios like skill-based routing.

C. Queues can be used in Architect flows, while groups cannot.
D. Both queues and groups have the same ACD capabilities.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 57
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: A,C (LEAVE A REPLY)
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: 58
WebRTC phones require all hardware and software to be properly installed.
A. True
B. False
Answer: A (LEAVE A REPLY)

NEW QUESTION: 59
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)
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.
Reference: https://help.mypurecloud.com/articles/about-scripts/
https://help.mypurecloud.com/articles/create-a-script/

NEW QUESTION: 60
To assign extensions to users, you must first _____.
A. Assign the extension to the user's phone.
B. Add the extension to the dial plan.
C. Buy the extension number from the carrier.
D. Create a pool of extensions.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 61
Which functionalities are available in Genesys Cloud CX WFM? (Choose three.)
A. Short-Term Forecasts
B. Schedules
C. Long-Term Forecasts
D. Forecast simulator
Answer: A,B,C (LEAVE A REPLY)
Reference:
Short-Term Forecasts, Schedules, and Long-Term Forecasts are some of the functionalities available in Genesys Cloud CX WFM. Short-Term Forecasts allow administrators to forecast staffing needs for up to 8 weeks based on historical data and trends. Schedules allow administrators to create and assign schedules to agents based on their availability, preferences, skills, etc. Long-Term Forecasts allow administrators to forecast staffing needs for up to 2 years based on historical data and trends. Reference:
https://help.mypurecloud.com/articles/create-a-short-term-forecast/
https://help.mypurecloud.com/articles/create-and-manage-schedules/
https://help.mypurecloud.com/articles/create-a-long-term-forecast/

Valid GCP-GCX Dumps shared by TrainingDump.com for Helping Passing GCP-GCX Exam! TrainingDump.com now offer the **newest GCP-GCX exam dumps**, the TrainingDump.com GCP-GCX exam **questions have been updated** and **answers have been corrected** get the **newest** TrainingDump.com GCP-GCX dumps with Test Engine here: https://www.trainingdump.com/Genesys/GCP-GCX-practice-exam-dumps.html (**144** Q&As Dumps, **40%OFF** **Special Discount:** **Exam-Tests**)

NEW QUESTION: 62
Which of the following statements about WebRTC phones is incorrect?
A. It is assigned to a specific user and only that user has permission to use the phone.
B. A WebRTC phone has no additional hardware or software requirements, apart from a supported browser.
C. Genesys Cloud CX WebRTC phone runs in the browser.

D. A WebRTC phone can be used even when disconnected from the Cloud.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 63
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: A (LEAVE A REPLY)
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: 64
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)
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. Reference: https://help.mypurecloud.com/articles/about-licenses/
https://help.mypurecloud.com/articles/assign-licenses-to-users/

NEW QUESTION: 65
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. Queue Metrics Daily Report
D. Agent Metrics Report
Answer: B (LEAVE A REPLY)

NEW QUESTION: 66
Where can you add preconfigured settings to the phones?
A. Admin > Telephone > Phone Management > Calls
B. Admin > Telephone > Phone Management > Phones
C. Admin > Telephone > Phone Management > Base Settings
Answer: C (LEAVE A REPLY)
Explanation
Admin > Telephone > Phone Management > Base Settings is where you can add preconfigured settings to the phones in Genesys Cloud CX Telephony Admin menu. Base settings are sets of configuration options that apply to one or more phones in Genesys Cloud CX. Base settings can include various options, such as:
* Phone model
* Firmware version
* Line keys
* Soft keys
* Feature keys
You can add base settings to the phones by creating and assigning base settings profiles in Genesys Cloud CX Telephony Admin menu. Base settings profiles are templates that contain one or more base settings that apply to a group of phones based on their model or firmware version. References:
https://help.mypurecloud.com/articles/base-settings-overview/
https://help.mypurecloud.com/articles/create-a-base-settings-profile/

NEW QUESTION: 67
Unused reports need to be disabled manually to prevent unnecessary load on the system.
A. False
B. True
Answer: B (LEAVE A REPLY)

NEW QUESTION: 68
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: 69
Which of the following best defines the performance view for Queues?
A. Used to monitor real-time contact center metrics.
B. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.
C. Used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.
D. Used to view historical data only.
Answer: C (LEAVE A REPLY)
Reference:
The performance view for Queues is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents in Genesys Cloud CX Performance menu. The performance view for Queues is a view that shows various metrics and details related to queue performance and activities in Genesys Cloud CX. The performance view for Queues can help you measure and improve various aspects of your queue performance and activities, such as:
Service level
Abandon rate
Average speed of answer
Average handle time
Interaction volume
The performance view for Queues is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents because:
Real-time metrics are metrics that show the current data for agents, queues, skills, interactions, and flows. Real-time metrics are updated every 10 minutes in Genesys Cloud CX Performance menu . You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.
Historical metrics are metrics that show the past data for agents, queues, skills, interactions, and flows. Historical metrics are stored every 10 minutes in Genesys Cloud CX Performance menu . You can see the historical values of various metrics by using the date filter or the pre-set day filter.

Service level % is a metric that shows the percentage of interactions that were answered within a target time threshold during a specified period of time. Service level % can help you measure the quality and efficiency of your queue performance and activities. You can see the real-time and historical service level % of a queue in the performance view for Queues.
Abandon % is a metric that shows the percentage of interactions that were abandoned by the customer or caller before reaching an agent during a specified period of time. Abandon % can help you measure the quality and efficiency of your queue performance and activities. You can see the real-time and historical abandon % of a queue in the performance view for Queues.
Customers waiting is a metric that shows the number of customers or callers who are currently waiting in a queue to be connected to an agent. Customers waiting can help you measure the demand and capacity of your queue performance and activities. You can see the real-time customers waiting of a queue in the performance view for Queues.
Active agents is a metric that shows the number of agents who are currently logged in to Genesys Cloud CX and are available to handle interactions in a queue. Active agents can help you measure the availability and productivity of your queue performance and activities. You can see the real-time active agents of a queue in the performance view for Queues.

NEW QUESTION: 70
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)
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. Reference:
https://help.mypurecloud.com/glossary/routing/
https://help.mypurecloud.com/articles/about-routing/

NEW QUESTION: 71
Which Genesys Cloud CX feature presents caller info to an agent and allows the user to update or collect the information?
A. Dialog boxes
B. Scripts

C. Toast pop-ups
D. IVR prompts
Answer: B (LEAVE A REPLY)
Explanation
Scripts are Genesys Cloud CX features that present caller info to an agent and allow the user to update or collect the information. Scripts are predefined sets of questions or instructions that guide agents through interactions with customers. Scripts can display customer information from various sources, such as data actions or data dips, and allow agents to enter or update information during or after an interaction. References: https://help.mypurecloud.com/glossary/script/ https://help.mypurecloud.com/articles/about-scripts/

NEW QUESTION: 72
You are preparing to deploy Genesys Cloud CX and need to order trunks.
Where can you find guidelines on PSTN carrier requirements?
A. By asking your carrier what you would need.
B. In the Genesys Cloud CX Resource Center.
C. On the PSTN carrier's web site.
D. Get a default trunk line installed.
Answer: (SHOW ANSWER)

NEW QUESTION: 73
_____ binds the numbering plan with the trunk.
A. Inbound route
B. Outbound route
C. Edge
D. Edge Group
Answer: B (LEAVE A REPLY)
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. Reference:

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

NEW QUESTION: 74
Select the reasons behind a user not receiving calls through their assigned DID number or extension. (Choose two.)
A. The DID number and extension are not listed in the DID or extension pools.
B. The DID number and the extension do not have the same last 4 digits.
C. The DID number and extension are considered the same numbers and entered into the same phone.
D. The user does not have the proper license type, roles, and permissions.
Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 75
You cannot add variables to a script.
A. True
B. False
Answer: B (LEAVE A REPLY)
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.
Reference: 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: 76
Instant messaging costs are significantly less than long-distance phone conversations.
A. True
B. False
Answer: A (LEAVE A REPLY)
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. Reference:

https://www.genesys.com/glossary/instant-messaging
https://www.genesys.com/glossary/long-distance-phone-conversation

Valid GCP-GCX Dumps shared by TrainingDump.com for Helping Passing GCP-GCX Exam! TrainingDump.com now offer the **newest GCP-GCX exam dumps**, the TrainingDump.com GCP-GCX exam **questions have been updated** and **answers have been corrected** get the **newest** TrainingDump.com GCP-GCX dumps with Test Engine here: https://www.trainingdump.com/Genesys/GCP-GCX-practice-exam-dumps.html (**144** Q&As Dumps, **40%OFF** **Special Discount:** **Exam-Tests**)

NEW QUESTION: 77
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: 78
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)

NEW QUESTION: 79
Which of the following statements is NOT true regarding numbering plan?
A. It is a telecommunication scheme where telephone numbers are assigned to subscribers and telephony endpoints.
B. Numbering plan is also known as a dial plan.
C. Numbering plan can be added or modified based on the organizational requirements.
D. It has to be created manually.
Answer: D (LEAVE A REPLY)
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/

NEW QUESTION: 80
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)
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. Reference: https://help.mypurecloud.com/glossary/automatic-call-distribution-acd/ https://help.mypurecloud.com/articles/about-acd/

NEW QUESTION: 81
Files uploaded to the workspace can be shared with non-members of the Genesys Cloud CX organization.
A. True
B. False
Answer: (SHOW ANSWER)

NEW QUESTION: 82
WebRTC phones require all hardware and software to be properly installed.
A. True
B. False
Answer: (SHOW ANSWER)
Explanation
WebRTC phones require all hardware and software to be properly installed is a false statement. WebRTC phones are phones that use WebRTC technology to enable voice communication over the internet or other networks using a web browser. WebRTC phones do not require any hardware or software installation on the PC or device. WebRTC phones run right from the browser and use the built-in microphone and speaker of the PC or device. WebRTC phones can also work with headsets that have built-in call controls. Genesys Cloud CX supports WebRTC technology with the Genesys Cloud CX WebRTC phone. The Genesys Cloud CX WebRTC phone is a phone that runs right from your browser and allows you to make and receive calls in Genesys Cloud CX. The Genesys Cloud CX WebRTC phone does not require any hardware or software installation on your PC or device. The Genesys Cloud CX WebRTC phone uses the built-in microphone and speaker of your PC or device. The Genesys Cloud CX WebRTC phone can also work with headsets that have built-in call controls. References: https://help.mypurecloud.com/articles/about-genesys-cloud-webrtc-phones/ https://help.mypurecloud.com/articles/requirements-for-webrtc-phones/

NEW QUESTION: 83
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: C (LEAVE A REPLY)
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: 84
What level of permissions does a user require to view the organization settings?
A. Admin
B. Agent
C. Supervisor
D. All of the above
Answer: (SHOW ANSWER)
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/

NEW QUESTION: 85
Where are Genesys Cloud CX call recordings stored by default?
A. Edges
B. Cloud

C. Web Service
D. AWS Cloud
Answer: D (LEAVE A REPLY)
Reference:
Genesys Cloud CX call recordings are stored by default in the cloud storage provided by Genesys Cloud CX. Administrators can also configure external storage options for call recordings, such as AWS S3 buckets or web services. Reference:
https://help.mypurecloud.com/articles/about-call-recording-storage/
https://help.mypurecloud.com/articles/configure-external-storage-for-call-recordings/

NEW QUESTION: 86
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: (SHOW ANSWER)
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: 87
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: (SHOW ANSWER)
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: 88
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)
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. Reference:
https://help.mypurecloud.com/articles/organization-id/
https://help.mypurecloud.com/articles/contact-genesys-cloud-customer-care/

NEW QUESTION: 89
Instant messaging costs are significantly less than long-distance phone conversations.
A. False
B. True
Answer: B (LEAVE A REPLY)

NEW QUESTION: 90
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 Calls icon, expand the Dialpad, then enter the names or phone numbers of the attendees in the search area and click Start Conference.
C. Click the Conference button in Genesys Cloud CX directory, and then enter the names or phone numbers of the attendees.
D. Have all attendees call you. When all calls are active, click the Start Conference button.
Answer: A,D (LEAVE A REPLY)
Reference:

There are two methods to create a conference call in Genesys Cloud CX:
With multiple active calls, click and drag an unselected call onto the previously selected call details.
Have all attendees call you. When all calls are active, click the Start Conference button.
These methods allow you to create a conference call with up to six participants (including yourself). You can also use other features during a conference call, such as mute, hold, transfer, etc. Reference: https://help.mypurecloud.com/articles/create-a-conference-call/ https://help.mypurecloud.com/articles/conference-call-controls/

NEW QUESTION: 91
Which embedded clients does Genesys Cloud CX support? Choose 2 answers
A. Oracle
B. Salesforce
C. Zendesk
D. Zoho
Answer: (SHOW ANSWER)
Genesys Cloud CX supports integration with various CRM systems to enhance customer interactions by providing agents with comprehensive customer information directly within their workspace. Among the available integrations, Salesforce and Zendesk are notable for their seamless integration capabilities with Genesys Cloud CX, allowing agents to access customer data, log interactions, and manage customer relationships efficiently within the embedded clients. This integration facilitates improved customer service and personalized interactions by leveraging the rich functionalities of Salesforce and Zendesk within the Genesys Cloud environment.

Valid GCP-GCX Dumps shared by TrainingDump.com for Helping Passing GCP-GCX Exam! TrainingDump.com now offer the **newest GCP-GCX exam dumps**, the TrainingDump.com GCP-GCX exam **questions have been updated** and **answers have been corrected** get the **newest** TrainingDump.com GCP-GCX dumps with Test Engine here: https://www.trainingdump.com/Genesys/GCP-GCX-practice-exam-dumps.html (**144** Q&As Dumps, **40%OFF** **Special Discount:** **Exam-Tests**)

NEW QUESTION: 92
Which of the following statements defines a critical question in an Evaluation Form?
A. If answered "No", critical questions will result in an evaluation score of zero for the interaction.
B. Critical questions are used to prioritize questions that are critical to the success of an interaction. A separate critical score is calculated for critical questions.
C. Critical questions are questions that the agent must answer.

D. Critical questions are multiple choice questions that have a higher weightage than non-critical questions.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 93
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)

NEW QUESTION: 94
_____ binds the numbering plan with the trunk.
A. Inbound route
B. Outbound route
C. Edge
D. Edge Group
Answer: (SHOW ANSWER)
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/

NEW QUESTION: 95
Which architectural approach is used to develop a single application as a suite of small services?
A. Single Core Architecture
B. Genesys Cloud CX Salesforce Architecture
C. Microservices Architecture

D. Monolithic Architecture
Answer: C (LEAVE A REPLY)

NEW QUESTION: 96
Under which container is Queue available?
A. Contact Center
B. Telephony
C. Integration
D. Routing
Answer: D (LEAVE A REPLY)
Explanation
Queue is available under Routing container in Genesys Cloud CX Admin menu. Routing is a container that holds various features and functions related to routing interactions in Genesys Cloud CX, such as queues, flows, wrap-up codes, skills, etc. Administrators can access Routing by clicking Admin > Routing in Genesys Cloud CX window. References:
https://help.mypurecloud.com/articles/routing-overview/
https://help.mypurecloud.com/articles/admin-menu-overview/

NEW QUESTION: 97
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 Wrap-Up Interval Detail
B. Agents Schedule Detail
C. Agents Evaluation Detail
D. Agents Interactions Detail
Answer: D (LEAVE A REPLY)
Reference:
Agents Interactions Detail is a view that can help Eva identify agent performance issues with interactions that set a specific wrap-up code in one or multiple queues. This view shows various metrics and details related to agent interactions, such as queue name, media type, direction, duration, wrap-up code, etc. Eva can filter this view by date range, queue name, media type, and wrap-up code to see the interactions that match her criteria.
Reference: https://help.mypurecloud.com/articles/agents-interactions-detail-view/
https://help.mypurecloud.com/articles/filter-views/

NEW QUESTION: 98
Select the categories of Prompts in Architect. (Choose two.)
A. User
B. Menu
C. Data

D. System
Answer: A,D (LEAVE A REPLY)
Explanation
User and System are two categories of prompts in Architect. Prompts are containers that hold audio messages and text-to-speech pairings on a per language basis. User prompts are company-specific prompts created by Architect users. System prompts are Architect-provided, generic prompts to indicate numbers, dates, days of the week, months, and so on. References: https://help.mypurecloud.com/articles/call-prompts/ https://help.mypurecloud.com/articles/user-prompts/

NEW QUESTION: 99
Once you create a custom field on your profile, it cannot be deleted from the Admin interface
A. True
B. False
Answer: A (LEAVE A REPLY)

NEW QUESTION: 100
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: 101
Which feature enables a voice interaction to interrupt an email interaction?
A. Emergency Routing
B. ACD Skills

C. Scripts
D. Utilization
Answer: D (LEAVE A REPLY)

NEW QUESTION: 102
Where can you add preconfigured settings to the phones?
A. Admin > Telephone > Phone Management > Calls
B. Admin > Telephone > Phone Management > Phones
C. Admin > Telephone > Phone Management > Base Settings
Answer: (SHOW ANSWER)
Admin > Telephone > Phone Management > Base Settings is where you can add preconfigured settings to the phones in Genesys Cloud CX Telephony Admin menu. Base settings are sets of configuration options that apply to one or more phones in Genesys Cloud CX. Base settings can include various options, such as:
Phone model
Firmware version
Line keys
Soft keys
Feature keys
You can add base settings to the phones by creating and assigning base settings profiles in Genesys Cloud CX Telephony Admin menu. Base settings profiles are templates that contain one or more base settings that apply to a group of phones based on their model or firmware version. Reference: https://help.mypurecloud.com/articles/base-settings-overview/ https://help.mypurecloud.com/articles/create-a-base-settings-profile/

NEW QUESTION: 103
How do you represent your organization when you contact the Genesys Cloud CX support team?
A. ID
B. Organization ID
C. Agent Name
D. Company Name
Answer: (SHOW ANSWER)

NEW QUESTION: 104
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: (SHOW ANSWER)
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. Reference: https://help.mypurecloud.com/articles/about-evaluations/ https://help.mypurecloud.com/articles/evaluations-overview/

NEW QUESTION: 105
Select the factors which can cause report generation failures and increased runtimes. (Choose two.)
A. Asking every team member to run and save a copy of the report.
B. Reviewing and ensuring the usage of scheduled reports.
C. Running reports during peak hours.
D. Adjusting report parameters in order to include fewer agents, queues, and interactions.
Answer: (SHOW ANSWER)

NEW QUESTION: 106
Select the factors which can cause report generation failures and increased runtimes. (Choose two.)
A. Adjusting report parameters in order to include fewer agents, queues, and interactions.
B. Running reports during peak hours.
C. Reviewing and ensuring the usage of scheduled reports.
D. Asking every team member to run and save a copy of the report.
Answer: (SHOW ANSWER)
Explanation
Running reports during peak hours and asking every team member to run and save a copy of the report are two factors that can cause report generation failures and increased runtimes. Running reports during peak hours can put additional load on the system and affect its performance and availability. Asking every team member to run and save a copy of the report can create redundant data and consume unnecessary storage space. To avoid these issues, you can follow some best practices for running reports, such as:
* Run reports during off-peak hours or schedule them for later delivery.
* Share reports with other users instead of creating multiple copies.
* Adjust report parameters to include only relevant data and filters.
* Review and delete unused or outdated reports regularly. References:
https://help.mypurecloud.com/articles/best-practices-for-running-reports/
https://help.mypurecloud.com/articles/share-a-report/

Valid GCP-GCX Dumps shared by TrainingDump.com for Helping Passing GCP-GCX Exam! TrainingDump.com now offer the **newest GCP-GCX exam dumps**, the TrainingDump.com GCP-GCX exam **questions have been updated** and **answers have been corrected** get the **newest** TrainingDump.com GCP-GCX dumps with Test Engine here: https://www.trainingdump.com/Genesys/GCP-GCX-practice-exam-dumps.html (**144** Q&As Dumps, **40%OFF** **Special Discount:** **Exam-Tests**)

NEW QUESTION: 107
Sam wants to install the reporting app on his iPad to access metrics.
Which of the following apps does he need to install?
A. Genesys Cloud CX Reporting
B. Genesys Cloud CX User
C. Genesys Cloud CX Admin
D. Genesys Cloud CX Supervisor
Answer: (SHOW ANSWER)

NEW QUESTION: 108
Which of the following Genesys Cloud CX features helps ensure that enough agents are in the right place at the right time?
A. Workforce Management
B. Routing
C. Reporting and Analytics
D. Queue Management
Answer: A (LEAVE A REPLY)

NEW QUESTION: 109
Select the categories of Prompts in Architect. (Choose two.)
A. Data
B. User
C. System
D. Menu
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 110
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: 111
Where are Genesys Cloud CX call recordings stored by default?
A. Cloud
B. Edges
C. AWS Cloud
D. Web Service
Answer: A (LEAVE A REPLY)

NEW QUESTION: 112
Which of the following statements is true regarding default language selection on the Organization Settings page?
A. Default language is related to the organization's language settings.
B. Default language, once selected, cannot be changed directly by the user.
C. Default language is the same as the organization's language.
D. Default language is not related to the organization's language settings.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 113
Which of the following types of interactions can be configured for Recording Policies?
A. All of the above
B. Email
C. Call
D. Chat
E. Message
Answer: (SHOW ANSWER)

NEW QUESTION: 114
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: 115
Genesys Cloud CX tracks metric statistics in _____ minute intervals.
A. 45
B. 10
C. 30
D. 20
Answer: C (LEAVE A REPLY)

NEW QUESTION: 116
Profiles can contain various types of information about people in the organization.
Why it is essential to have employees complete their profile information?
A. The profile information can be used to keep Linkedin details updated.
B. The education information can be verified against the human resources database.
C. Searches performed in the Genesys Cloud CX suite use information in the profile to return appropriate results.
D. When employees have free time, they can review biographies of their peers.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 117
If the issue reporting email address is not set up in the Genesys Cloud CX system, any employee with an administrative role within the organization will receive the email.
A. True
B. False
Answer: B (LEAVE A REPLY)
In Genesys Cloud CX, the issue reporting email address is a configurable setting that determines where reports of system issues are sent. If this address is not set up, system issues will not automatically be emailed to all employees with administrative roles. Instead, issues need to be reported through the designated support channels or by manually notifying the appropriate individuals or teams within the organization.

NEW QUESTION: 118
Which view displays current metrics and information about queues if you have a membership?

A. Queues Activity
B. Queues
C. My Queues Activity
D. Queues Performance
Answer: (SHOW ANSWER)

NEW QUESTION: 119
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/

NEW QUESTION: 120
Under which container is Queue available?
A. Contact Center
B. Telephony
C. Integration
D. Routing
Answer: D (LEAVE A REPLY)
Queue is available under Routing container in Genesys Cloud CX Admin menu. Routing is a container that holds various features and functions related to routing interactions in Genesys Cloud CX, such as queues, flows, wrap-up codes, skills, etc. Administrators can access Routing by clicking Admin > Routing in Genesys Cloud CX window. Reference:
https://help.mypurecloud.com/articles/routing-overview/
https://help.mypurecloud.com/articles/admin-menu-overview/

Valid GCP-GCX Dumps shared by TrainingDump.com for Helping Passing GCP-GCX Exam! TrainingDump.com now offer the **newest GCP-GCX exam dumps**, the TrainingDump.com GCP-GCX exam **questions have been updated** and **answers have been corrected** get the **newest** TrainingDump.com GCP-GCX dumps with Test Engine here: https://www.trainingdump.com/Genesys/GCP-GCX-practice-exam-dumps.html (**144** Q&As Dumps, **40%OFF** **Special Discount:** **Exam-Tests**)