



# GCP-GCX<sup>Q&As</sup>

Genesys Cloud CX Certified Professional - Consolidated

## Pass Genesys GCP-GCX Exam with 100% Guarantee

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

<https://www.geekcert.com/gcp-gcx.html>

100% Passing Guarantee  
100% Money Back Assurance

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

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





## QUESTION 1

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.

Correct Answer: B

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/>

---

## QUESTION 2

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. On the PSTN carrier's web site.
- C. Get a default trunk line installed.
- D. In the Genesys Cloud CX Resource Center.

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/carrier-requirements-byoc-cloud/>

You can find guidelines on PSTN carrier requirements in the Genesys Cloud CX Resource Center. The Genesys Cloud CX Resource Center provides documentation and resources for using and configuring Genesys Cloud CX features and functions. The PSTN carrier requirements article lists the minimum requirements that a PSTN carrier must meet to work with Genesys Cloud CX.

References: <https://help.mypurecloud.com/articles/pstn-carrier-requirements/>

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

---

## QUESTION 3

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



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

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/skills-performance-view/#:~:text=The%20Skills%20Performance%20view%20displays,in%20one%20or%20multiple%20queues>

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.

References:

<https://help.mypurecloud.com/articles/skills-performance-view/>

---

#### QUESTION 4

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

- A. SIP gateway
- B. SIP proxy
- C. Media server
- D. Call broker

Correct Answer: D

Explanation: Call broker is the Edge feature that provides client and server-side call matching. Call broker is a service that runs on the Edge device and manages call control and signaling for inbound and outbound calls. Call broker matches

incoming calls with outgoing calls based on various criteria, such as caller ID, DNIS, ANI, etc.

References:

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

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

---

#### QUESTION 5

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

Correct Answer: B

Explanation: Phone trunk is the type of trunk that you would configure to connect to AudioCodes phones in Genesys Cloud CX Telephony Admin menu. A trunk is a logical connection that allows voice communication between different

systems or networks using various protocols or technologies. A trunk can have various options configured to define its behavior and performance, such as capacity limits, codecs preferences, caller ID settings etc. A phone trunk is a type of

trunk that connects AudioCodes phones with Genesys Cloud CX using SIP protocol over TLS transport layer.

References:

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

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

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

[GCP-GCX PDF Dumps](#)

[GCP-GCX VCE Dumps](#)

[GCP-GCX Practice Test](#)