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QUESTION 1

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

Correct Answer: D

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/>

QUESTION 2

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

Correct Answer: D

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.



References:

<https://help.mypurecloud.com/articles/agents-interactions-detail-view/>

<https://help.mypurecloud.com/articles/agents-interactions-detail-view/>

<https://help.mypurecloud.com/articles/filter-views/>

QUESTION 3

You can develop a plan to generate reports regularly, however, Genesys Cloud CX does not allow you to run reports on demand.

A. True

B. False

Correct Answer: B

Explanation: You can develop a plan to generate reports regularly, however, Genesys Cloud CX does not allow you to run reports on demand is a false statement. You can develop a plan to generate reports regularly and also run reports on demand in Genesys Cloud CX Performance menu. Reports are tools that allow you to view various metrics and details related to your contact center performance and activities in Genesys Cloud CX. Reports can help you measure and improve various aspects of your contact center, such as: Agent performance Queue performance Interaction quality Customer satisfaction Workforce management You can develop a plan to generate reports regularly by scheduling reports in Genesys Cloud CX Performance menu . Scheduling reports allows you to automate the generation and delivery of reports based on various options , such as : Report type Report format Report frequency Report recipients You can also run reports on demand by viewing reports in Genesys Cloud CX Performance menu . Viewing reports allows you to generate and display reports based on various options , such as : Report type Report filters Report date range Report columns References: <https://help.mypurecloud.com/articles/reports-overview/>
<https://help.mypurecloud.com/articles/schedule-a-report/> <https://help.mypurecloud.com/articles/view-a-report/>

QUESTION 4

Policies automate repetitive quality management tasks.

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

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

B. Specify time sets as a matching criteria.

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

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

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

Correct Answer: ADE

Explanation: Update the Do Not Call list with records that have the appropriate wrap-up code, automatically assign an evaluation for all calls over 5 minutes, and determine how long to retain recordings and whether to archive or delete them



are three items that could be defined as policies in Genesys Cloud CX Quality Management. Policies are rules that automate repetitive quality management tasks based on various criteria and conditions. Policies can help contact center

managers and supervisors streamline their quality management processes and ensure compliance with best practices and regulations.

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

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

QUESTION 5

Jenny is monitoring five queues in real-time. She identifies one of the queues' Service Level percentage to be below the threshold level.

Which of the following will help her view specific information about the queue in real-time?

- A. My Queues Activity
- B. Queues Activity
- C. Queue Performance
- D. Performance Dashboard

Correct Answer: C

Explanation: Queue Performance is a view that can help Jenny view specific information about a queue in real-time. This view shows various metrics and details related to a queue's performance and service level, such as interactions waiting,

interactions interacting, longest waiting time, average speed of answer, etc. Jenny can select a queue from the list and see its current statistics in a graphical or tabular format.

References:

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

<https://help.mypurecloud.com/articles/select-a-queue/>