



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

Genesys Cloud CX Certified Professional - Consolidated

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### QUESTION 1

Which of the following Genesys Cloud CX features helps ensure that enough agents are in the right place at the right time?

- A. Routing
- B. Queue Management
- C. Workforce Management
- D. Reporting and Analytics

Correct Answer: C

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

Workforce Management is a feature that helps ensure that enough agents are in the right place at the right time. Workforce Management allows administrators to forecast staffing needs based on historical data and trends, create schedules

that optimize agent availability and preferences, monitor agent adherence and performance in real time, and adjust schedules as needed.

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

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

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### QUESTION 2

Which of the following are AND Evaluation Methods? (Choose three.)

- A. All skills matching
- B. Best available skills
- C. Bullseye matching
- D. Disregard skills
- E. Agent availability

Correct Answer: ABC

Explanation: AND Evaluation Methods are used to evaluate the skills of agents and interactions based on logical AND operations. This means that all the required skills must match for an agent to be eligible for an interaction. There are three

types of AND Evaluation Methods: All skills matching, Best available skills, and Bullseye matching. All skills matching evaluates agents based on the number of skills they have in common with the interaction. Best available skills evaluates

agents based on the highest skill proficiency level they have in common with the interaction. Bullseye matching



evaluates agents based on predefined rings of skill requirements that relax as the selection pool expands from one ring to the

next.

References: <https://help.mypurecloud.com/articles/evaluation-methods/>

<https://help.mypurecloud.com/articles/bullseye-routing/>

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### QUESTION 3

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 extension are considered the same numbers and entered into the same phone.
- C. The user does not have the proper license type, roles, and permissions.
- D. The DID number and the extension do not have the same last 4 digits.

Correct Answer: AC

Explanation: The DID number and extension are not listed in the DID or extension pools and the user does not have the proper license type roles and permissions are two reasons behind a user not receiving calls through their assigned DID

number or extension in Genesys Cloud CX Telephony Admin menu.

A DID number is a direct inward dialing number that allows callers to reach an individual user directly without going through an operator or IVR menu. An extension is a short internal number that allows users to reach each other within an

organization without dialing a full phone number. A DID pool is a collection of DID numbers that are available for assignment to users or queues.

An extension pool is a collection of extensions that are available for assignment to users.

To receive calls through their assigned DID number or extension in Genesys Cloud CX Telephony Admin menu , a user needs to have their DID number and extension listed in the DID pool and extension pool respectively . If their DID

number or extension is not listed in the pools , they will not be able to receive calls through them . Additionally , a user needs to have the proper license type , roles , and permissions assigned to their profile to receive calls through their

assigned DID number or extension . A license type determines what features and functions a user can access in Genesys Cloud CX . A role determines what actions a user can perform or see in Genesys Cloud CX . A permission determines

what specific feature or function a user can access within a role . To receive calls through their assigned DID number or extension , a user needs to have a license type that supports telephony features , such as Communicate , Collaborate ,

etc . They also need to have roles that allow them to use telephony features , such as Agent , Supervisor , etc . They also need to have permissions that allow them.

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#### QUESTION 4

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/>

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## QUESTION 5

Which of the following is NOT a feature of Genesys Cloud CX contact center?

- A. Human Capital Management
- B. Workforce Management
- C. Quality Management
- D. Automatic Call Distribution

Correct Answer: A

Explanation: Human Capital Management is not a feature of Genesys Cloud CX contact center. Human Capital Management is a term that refers to the practices and processes involved in managing human resources in an organization, such as hiring, training, development, compensation, etc. Genesys Cloud CX contact center is a cloud-based solution that provides features and functions for managing customer interactions across multiple channels and devices. Some of the features of Genesys Cloud CX contact center are: Workforce Management Quality Management Automatic Call Distribution Skill-based Routing Omnichannel Routing Analytics and Reporting Artificial Intelligence Integrations

References: <https://www.genesys.com/genesys-cloud/features/contact-center>

<https://www.genesys.com/glossary/human-capital-management>

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