



CERTSWARRIOR

# Genesys GCX-GCP

## Cloud CX Professional Certification

**Questions&AnswersPDF**

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# Latest Version: 6.0

## Question: 1

What is the purpose of an Evaluation Form in Quality Management?  
(Choose two options)

Response:

- A. They provide customers a way to provide feedback about their experience.
- B. They measure how well your agents are performing at their job.
- C. They measures the effectiveness of a campaign.
- D. They can highlight where additional agent training might be needed.

**Answer: B,D**

## Question: 2

Identify the correct description for Best Available Skills.

Response:

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

**Answer: B**

## Question: 3

Which of the following best describes the function of roles in Genesys Cloud?

Response:

- A. Define user access levels for different features
- B. Monitor agent performance in real-time
- C. Assign wrap-up codes to interactions
- D. Route interactions based on agent skills

**Answer: A**

### Question: 4

Which three components make up the Genesys Cloud Platform?

Response:

- A. Collaborate, Communicate, and Customer Support
- B. Collaborate, Communicate, and Contact Center
- C. Collaborate, Communicate, and Call Center
- D. Collaborate, Contact Center, and Workforce Management

**Answer: B**

### Question: 5

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

Response:

- A. Extend break times between interactions
- B. Log and categorize the interaction after it concludes
- C. Automatically forward calls to the next agent
- D. Route the next interaction automatically

**Answer: B**

### Question: 6

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

Response:

- A. Account Settings
- B. Integrations
- C. People & Permissions
- D. Directory

**Answer: A**

### Question: 7

What is the primary function of the 'Genesys Cloud Collaborate' feature?

Response:

- A. To manage outbound dialing campaigns
- B. To provide real-time monitoring of agent activities
- C. To offer internal collaboration tools for employees
- D. To manage call recording and evaluation policies

**Answer: C**

### Question: 8

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

- A. By modifying interaction flows
- B. By using the queue management interface
- C. Through wrap-up code configurations
- D. By accessing performance dashboards

**Answer: B**

### Question: 9

You can rename the Home division and move objects into and out of it, but you cannot delete it.  
Response:

- A. True
- B. False

**Answer: A**

### Question: 10

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

(Choose two options)

Response:

- A. Language
- B. A Score
- C. Desire to Use
- D. Skills

**Answer: A,D**



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