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# Question 1

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**Question Type:** MultipleChoice

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Sam wants to install the reporting app on his iPad to access metrics.

Which of the following apps does he need to install?

## Options:

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- A- Genesys Cloud CX Admin
- B- Genesys Cloud CX User
- C- Genesys Cloud CX Reporting
- D- Genesys Cloud CX Supervisor

## Answer:

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D

## Explanation:

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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.

## Question 2

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**Question Type: MultipleChoice**

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While Alex is monitoring queue reports, Sam deletes an inactive agent from the queue.

Will this affect the metrics that Alex is monitoring?

**Options:**

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A- Yes

B- No

**Answer:**

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B

**Explanation:**

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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

## Question 3

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**Question Type:** MultipleChoice

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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?

**Options:**

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**A-** IVR

**B-** Abandon

**C-** Flow-outs

**D-** Disconnect

**Answer:**

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C

### **Explanation:**

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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 .

## **Question 4**

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**Question Type: MultipleChoice**

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Genesys Cloud CX tracks metric statistics in \_\_\_\_\_ minute intervals.

**Options:**

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A- 20

B- 30

C- 45

D- 10

**Answer:**

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D

**Explanation:**

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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

## Question 5

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**Question Type: MultipleChoice**

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The status of agents, whether active or inactive, does not impact metrics in queue reports, however, active agents appear on/affect agent reports.

**Options:**

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A- True

B- False

**Answer:**

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A

**Explanation:**

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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

## Question 6

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**Question Type:** MultipleChoice

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Which of the following statements are true? (Choose three.)

**Options:**

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- 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:**

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A, B, D

**Explanation:**

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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

## Question 7

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**Question Type:** MultipleChoice

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Which of following file formats are available to export a report? (Choose three.)

### Options:

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**A-** .doc

**B-** .xls

**C-** .txt

**D-** .docx

**E-** .xlsx

**F-** .pdf



**Answer:**

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B, E, F

**Explanation:**

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.xls, .xlsx, and .pdf are three file formats that are available to export a report 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

You can export a report to save or share it with others in Genesys Cloud CX Performance menu. You can export a report in various file formats based on your needs and preferences. The file formats that are available to export a report are:

.xls: A Microsoft Excel 97-2003 Workbook file format that can store data in worksheets, charts, and macros.

.xlsx: A Microsoft Excel Workbook file format that can store data in worksheets, charts, and macros. It is the default file format for Microsoft Excel 2007 and later versions.

.pdf: A Portable Document Format file format that can store data in a fixed-layout document that preserves the original appearance of the report.

Some other file formats that are available to export a report are .csv, .docx, and .rtf. Reference:  
<https://help.mypurecloud.com/articles/reports-overview/> <https://help.mypurecloud.com/articles/export-a-report/>

## Question 8

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**Question Type:** MultipleChoice

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

**Options:**

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A- True

B- False

**Answer:**

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B

## **Explanation:**

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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

## Question 9

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**Question Type:** MultipleChoice

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Where do you add the list of IP or CIDR addresses which are allowed or denied access to an External or Phone Trunk?

**Options:**

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**A-** Availability

**B-** SIP Access Control

C- Outbound

D- Calling

**Answer:**

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B

**Explanation:**

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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. Reference:

<https://help.mypurecloud.com/articles/sip-access-control-overview/> <https://help.mypurecloud.com/articles/add-an-ip-address-or-cidr-range-to-a-trunk/>

## Question 10

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**Question Type:** MultipleChoice

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WebRTC phones require all hardware and software to be properly installed.

### Options:

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A- True

B- False

### Answer:

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B

### Explanation:

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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. Reference: <https://help.mypurecloud.com/articles/about-genesys-cloud-webrtc-phones/>  
<https://help.mypurecloud.com/articles/requirements-for-webrtc-phones/>



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