



GCP-GCX^{Q&As}

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**QUESTION 1**

In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by:

- A. Specifying the premium-rate numbers you would like to restrict access to, while subscribing to Genesys Cloud CX.
- B. Creating a number-plan to identify premium-rate numbers.
- C. Manually training users to prevent calling premium-rate numbers.
- D. Configuring trunks to identify premium-rate numbers.

Correct Answer: B

Explanation: In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by creating a number-plan to identify premium-rate numbers. A number-plan is a set of rules that define how outbound calls are dialed based

on various criteria, such as country code, area code, prefix, etc. You can create a number-plan that blocks outbound calls to U.S. premium-rate numbers by specifying their prefixes (such as 900) in the number-plan rules.

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

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

QUESTION 2

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 3**

Genesys Cloud CX is fully supported on which of the following browsers? (Choose two.)

- A. Internet Explorer
- B. Firefox
- C. Chrome
- D. Safari
- E. Opera

Correct Answer: BC

Explanation: Firefox and Chrome are two browsers that fully support Genesys Cloud CX. Genesys Cloud CX is a web-based application that requires a compatible browser to run properly. Firefox and Chrome are the recommended browsers

for Genesys Cloud CX because they offer the best performance and functionality. Safari is also supported but with some limitations. Internet Explorer and Opera are not supported by Genesys Cloud CX.

References: <https://help.mypurecloud.com/articles/supported-browsers/>

<https://help.mypurecloud.com/articles/browser-limitations/>

QUESTION 4

Genesys Cloud CX tracks metric statistics in _____ minute intervals.

- A. 20
- B. 30
- C. 45
- D. 10

Correct Answer: D

Explanation: 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 References: <https://help.mypurecloud.com/articles/how-reporting-works/> <https://help.mypurecloud.com/articles/performance-dashboards-overview/> <https://help.mypurecloud.com/articles/reports-overview/>



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/>

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