

# Pass GCX-QM Cloud CX Quality Management Exam: Study Tips & Resources!

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**GENESYS CLOUD CX QUALITY MANAGEMENT  
CERTIFICATION QUESTIONS & ANSWERS**

**Get Instant Access to Vital Exam Acing  
Materials | Study Guide | Sample Questions |  
Practice Test**

**GCX-QM**

[Genesys Cloud CX Quality Management Certification \(GCX-QM\)](#)

55 Questions Exam – 65% Cut Score – Duration of 120 minutes

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## Get Ready for the GCX-QM Exam:

Prepare effectively for the GCX-QM exam using reliable study [strategies and methods](#). Enhance your preparedness, deepen your understanding of the Genesys Cloud CX, and enhance your likelihood of achieving success in the Genesys Genesys Cloud CX Quality Management Certification (GCX-QM) with our comprehensive guide. Embark on your path to exam excellence today.

## Know More About the Genesys Cloud CX Quality Management Certification (GCX-QM) Certification:

<b>Exam Name</b>	Genesys Cloud CX Quality Management Certification
<b>Exam Code</b>	GCX-QM
<b>Exam Price</b>	\$500 USD
<b>Duration</b>	120 minutes
<b>Number of Questions</b>	55
<b>Passing Score</b>	65%
<b>Recommended Training / Books</b>	<a href="#">Genesys Cloud CX: Contact Center Administration</a> <a href="#">Genesys Cloud CX: Quality Management</a>
<b>Schedule Exam</b>	<a href="#">Kryterion Webassessor</a>
<b>Sample Questions</b>	<a href="#">Genesys GCX-QM Sample Questions</a>
<b>Recommended Practice</b>	<a href="#">Genesys Cloud CX Quality Management Certification (GCX-QM) Practice Test</a>

## Learn More About the GCX-QM Syllabus:

Section	Objectives
<b>Introduction to</b>	- Discuss the importance of quality management

Section	Objectives
<b>Quality Management</b>	<ul style="list-style-type: none"> <li>- Describe the quality evaluation process</li> <li>- Explain the roles and permissions for Genesys Cloud Quality Management</li> </ul>
<b>Quality Evaluation and Calibration</b>	<ul style="list-style-type: none"> <li>- Understand the overview of an evaluation form</li> <li>- Create and publish an evaluation form</li> <li>- Add a question group to an evaluation form</li> <li>- Configure a fatal question</li> <li>- Explain evaluation form weights</li> <li>- Explain evaluation form question branching</li> <li>- Edit an evaluation form</li> <li>- Delete an evaluation form</li> <li>- Review a published evaluation form</li> <li>- Understand the overview of a calibration process</li> <li>- Conduct a calibration</li> <li>- Create a calibration policy</li> </ul>
<b>Quality Management Policies and Quality Dashboards</b>	<ul style="list-style-type: none"> <li>- Understand the overview of Quality Policies</li> <li>- Create a policy</li> <li>- Edit a policy</li> <li>- Review Quality Administrator Dashboard</li> <li>- Review Quality Evaluator Dashboard</li> </ul>
<b>Interaction Evaluations</b>	<ul style="list-style-type: none"> <li>- Evaluate an interaction</li> <li>- View a completed evaluation</li> <li>- Discuss the rescoring capabilities</li> <li>- Review the released evaluations</li> </ul>
<b>Encryption Keys and Reporting for Quality Management</b>	<ul style="list-style-type: none"> <li>- Understand the overview of encryption views</li> <li>- Discuss the key change schedule</li> <li>- Understand the overview of agent performance views</li> <li>- View agent's performance summary</li> <li>- Discuss agent interaction detail view</li> <li>- View an agent evaluation summary</li> <li>- Explain the customization of views</li> </ul>

## Prepare with GCX-QM Sample Questions:

### Question: 1

Who is responsible for reviewing the recordings of interactions?

- a) Quality Administrator
- b) Agent
- c) Quality Evaluator
- d) Coaching Facilitator

**Answer: c**

### Question: 2

Choose the two correct statements regarding an evaluation form.

- a) A quality evaluation form is a source of data for performance analysis.
- b) A quality evaluation form is a quality monitoring program.
- c) A quality evaluation form is a tool for calibration.
- d) A quality evaluation a form is a coaching session.

**Answer: a, c**

### Question: 3

Quality dashboards use \_\_\_\_\_ to enable administrators, managers, and supervisors to monitor real-time contact center activity.

- a) Dashlets
- b) Calibration
- c) Evaluation Form
- d) Expert Evaluator

**Answer: a**

### Question: 4

Select all four main phases of the quality evaluation process.

(Choose four options)

- a) Evaluate
- b) Define
- c) Assign
- d) Record
- e) Approve
- f) Review Results

**Answer: a, c, d, f**

**Question: 5**

What is the term used when a recording has a completed evaluation deemed as representing an accurate scoring?

- a) Calibration
- b) Expert Evaluator
- c) Scoring Index
- d) Evaluation Marker

**Answer: c**

**Question: 6**

What is the purpose of encryption keys in Genesys Cloud Quality Management?

- a) To secure data transmission between agents and evaluators
- b) To encrypt interaction recordings for privacy
- c) To configure secure scripts
- d) To restrict access to Quality Dashboards

**Answer: b**

**Question: 7**

Select the two available options for Actions to Perform.

- a) Specific Queue(s)
- b) Assign Evaluation
- c) Time Sets
- d) Archive Recording

**Answer: b, d**

**Question: 8**

What is a critical question in an evaluation form?

- a) Critical questions are used to prioritize questions that are critical to the success of an interaction.
- b) Critical questions are questions that the agent must answer.
- c) Critical questions are multiple-choice questions that have a higher weight than non-critical questions.
- d) If answered "No", critical questions will result in an evaluation score of zero for the interaction.

**Answer: a**

**Question: 9**

Genesys Cloud uses \_\_\_\_\_ to protect recorded interactions from unauthorized access.

- a) Encryption
- b) Decryption
- c) Evaluation
- d) Authorization

**Answer: a**

**Question: 10**

What process helps you standardize call evaluations of contact center agents by comparing multiple reviews of the same call or interaction?

- a) Scoring
- b) Monitoring
- c) Calibration
- d) Evaluation

**Answer: c**

## Tips for Success in the Genesys Cloud CX Quality Management Certification Exam:

### Familiarize Yourself with the GCX-QM Exam Format:

Before starting your study regimen, it's crucial to acquaint yourself with the structure of the GCX-QM exam. Take a moment to review the [exam syllabus](#), grasp the test format, and pinpoint the main areas of concentration. Having prior knowledge of the exam's layout will assist you in customizing your study strategy effectively.

### Create A Study Timetable for the GCX-QM Exam:

To prepare efficiently for the GCX-QM exam, devise a study schedule that aligns with your lifestyle and preferred learning approach. Allocate dedicated time slots for studying each day, prioritizing topics according to their significance and your level of proficiency. Maintaining consistency by adhering to your schedule and steering clear of procrastination is imperative.

### Diversify Your Study Sources:

Ensure you broaden your study material beyond just one source. Use various resources like textbooks, online courses, practice exams, and study guides to

understand the GCX-QM exam subjects thoroughly. Each resource provides distinct perspectives and explanations that can enrich your learning journey.

## **Regular Practice for the GCX-QM Exam:**

Consistent practice is essential for effective preparation for the GCX-QM exam. Engaging in regular practice enables you to strengthen your grasp of essential concepts, improve your problem-solving abilities, and become accustomed to the exam format. Allocate dedicated time to solving practice questions and sample tests to assess your progress accurately.

## **Allow for Rest and Breaks:**

While studying is crucial, taking breaks and rest is equally vital. Pushing yourself too hard without sufficient rest can result in burnout and reduced effectiveness. Incorporate short breaks into your study sessions to recharge and stay focused.

## **Maintain Organization Throughout Your GCX-QM Exam Preparation:**

Keep yourself organized as you prepare for the GCX-QM exam by monitoring your progress and managing your materials effectively. Ensure your study area remains neat, utilize folders or digital aids to arrange your notes and resources, and develop a checklist of topics to review. Employing an organized approach will assist you in staying focused and reducing stress levels.

## **Seek Guidance from Mentors:**

Feel free to ask for clarification when you come across confusing or difficult concepts during your study sessions. Seek support from peers, instructors, or online forums to address any uncertainties. Addressing doubts will prevent misunderstandings and ensure you develop a strong [understanding of the material](#).

## **Regular Review is Crucial for the GCX-QM Exam:**

Frequent revisiting of material is paramount for retaining information over the long term. Revisit topics you've already covered to strengthen your comprehension and pinpoint areas that need further focus. Regular review sessions will [solidify your understanding](#) and enhance your confidence.

## **Master Time Management for the GCX-QM Exam:**

Skillful time management is essential on the exam day to ensure you finish all sections within the designated time limits. During your practice sessions, replicate



the conditions of the GCX-QM exam and practice managing your time accordingly. Formulate strategies for efficiently addressing each section to optimize your score.

## Have A Positive Mindset:

Finally, maintain a positive attitude and have faith in your capabilities. Stay confident in your preparation and trust that you are well-prepared to handle the GCX-QM exam. Envision success, remain focused, and approach the exam calmly and objectively.

## Benefits of Passing the GCX-QM Exam:

- Completing the GCX-QM exam unlocks pathways to fresh career prospects and progression within your industry.
- The extensive preparation needed for the GCX-QM certification equips you with comprehensive knowledge and practical expertise applicable to your field.
- Possessing the GCX-QM certification showcases your mastery and dedication to excellence, garnering acknowledgment from both peers and employers.
- Certified professionals often command higher salaries and have greater potential for earning than those without certification.
- Acquiring the GCX-QM certification validates your competence and trustworthiness, fostering confidence among clients, employers, and peers.

## Explore the Trusted Practice Exam for the GCX-QM Certification:

At vmexam.com, you'll find comprehensive resources for the GCX-QM exam. Our platform offers authentic practice exams tailored specifically for the GCX-QM certification. What advantages do these practice exams provide? You'll encounter genuine exam-style questions expertly crafted by industry professionals, allowing you to improve your performance in the exam. Rely on vmexam.com for rigorous, unlimited access to [GCX-QM practice exams](#) for two months, allowing you to boost your confidence steadily. Through focused practice, numerous candidates have successfully streamlined their path to achieving the Genesys Cloud CX Quality Management Certification (GCX-QM).

## Final Remarks:

Preparing for the GCX-QM examination demands commitment, strategic planning, and efficient study methods. Implementing these study suggestions can enrich your

preparation, elevate your self-assurance, and increase your likelihood of excelling in the exam. Keep your focus sharp, maintain organization, and believe in your abilities. Best of luck!

### **Here Is the Trusted Practice Test for the GCX-QM Certification**

VMExam.Com is here with all the necessary details regarding the GCX-QM exam. We provide authentic practice tests for the GCX-QM exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on VMExam.Com for rigorous, unlimited two-month attempts on the [\*\*GCX-QM practice tests\*\*](#), and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the Genesys Cloud CX Quality Management Certification (GCX-QM).

**Start Online Practice of GCX-QM Exam by Visiting URL**

[\*\*https://www.vmexam.com/genesys/gcx-qm-genesys-cloud-cx-quality-management-certification\*\*](https://www.vmexam.com/genesys/gcx-qm-genesys-cloud-cx-quality-management-certification)