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Genesys Cloud CX Certified Professional -  
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Genesys is a leading provider of customer experience and contact center solutions. Their products and services are used by companies all over the world to improve customer engagement, increase efficiency, and drive business growth. The Genesys Cloud CX Certified Professional Consolidated GCP-GCX exam is designed to test an individual's knowledge of the Genesys Cloud CX platform and their ability to implement and manage it effectively.

Genesys GCP-GCX Genesys Cloud CX Certified Professional Consolidated Consolidated Exam is an industry recognized certification that evaluates a professional's knowledge and skills in managing and implementing the Genesys Cloud CX platform. Genesys Cloud CX Certified Professional Consolidated Exam certification exam covers a wide range of topics, including Genesys Cloud architecture, and testing workflow management, reporting, and analytics. It assesses the skills of candidates in configuring and maintaining the Genesys Cloud platform to meet the specific business requirements of any business.

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**GCP-GCX Reliable Real Test - GCP-GCX Exam Question**

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The GCP-GCX exam covers a range of topics related to the Genesys Cloud CX platform, including its architecture, administration, design, and deployment. GCP-GCX exam also covers topics related to the use of the platform for customer engagement, including chat, voice, email, and social media. GCP-GCX exam is designed to test the candidate's ability to apply their knowledge of the platform to real-world scenarios and to demonstrate their ability to solve problems and troubleshoot issues. The GCP-GCX certification is an important credential for professionals who work with the Genesys Cloud CX platform, as it demonstrates their proficiency and expertise in the platform, and can lead to increased career opportunities and higher salaries.

Earning the GCP-GCX Certification can bring several benefits to professionals, including increased marketability and credibility in the job market. It also provides an opportunity for professionals to enhance their skills and knowledge in customer experience management, which can help them deliver better results for their organizations. Additionally, the certification is recognized globally,

making it a valuable credential for professionals who work with Genesys Cloud CX solutions in different countries and regions.

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### Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q43-Q48):

#### NEW QUESTION # 43

If the issue reporting email address is not set up in the Genesys Cloud CX system, any employee with an administrative role within the organization will receive the email.

- A. False
- B. True

**Answer: A**

Explanation:

In Genesys Cloud CX, the issue reporting email address is a configurable setting that determines where reports of system issues are sent. If this address is not set up, system issues will not automatically be emailed to all employees with administrative roles. Instead, issues need to be reported through the designated support channels or by manually notifying the appropriate individuals or teams within the organization.

#### NEW QUESTION # 44

Which of the following add-on options are provided in Genesys Cloud CX? (Choose three.)

- A. Human Capital Management
- B. AI
- C. Workforce Engagement
- D. Digital
- E. VR

**Answer: B,C,D**

Explanation:

Explanation

AI, Digital, and Workforce Engagement are some of the add-on options provided in Genesys Cloud CX. These options allow customers to enhance their Genesys Cloud CX solution with additional features and capabilities.

AI enables customers to leverage artificial intelligence and machine learning for various use cases, such as chatbots, predictive engagement, voicebots, etc. Digital enables customers to support multiple digital channels, such as chat, email, message, social media, etc. Workforce Engagement enables customers to optimize their workforce management, quality management, performance management, etc. References:

<https://www.genesys.com/pricing> <https://www.genesys.com/genesys-cloud/features/ai>

<https://www.genesys.com/genesys-cloud/features/digital>

<https://www.genesys.com/genesys-cloud/features/workforce-engagement>

#### NEW QUESTION # 45

Where can you add preconfigured settings to the phones?

- A. Admin > Telephone > Phone Management > Phones

- B. Admin > Telephone > Phone Management > Calls
- C. Admin > Telephone > Phone Management > Base Settings

**Answer: A**

#### NEW QUESTION # 46

Which of the following is not a Quality Management feature?

- A. Evaluation Forms
- B. Policies
- C. Interaction Recording
- **D. Scheduling**

**Answer: D**

Explanation:

Explanation

Scheduling is not a Quality Management feature. Quality Management is a feature that allows supervisors and quality evaluators to monitor, evaluate, and improve the quality of agent interactions. Quality Management includes features such as Evaluation Forms, Policies, Interaction Recording, Calibration Sessions, etc.

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

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

#### NEW QUESTION # 47

Which one of the following Genesys Cloud CX configuration options provides a way to ensure that phones of a specific make and model are all deployed with the same settings?

- A. Default Station Configuration
- **B. Base Settings**
- C. IP Phone Templates
- D. Managed IP Phones

**Answer: B**

#### NEW QUESTION # 48

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