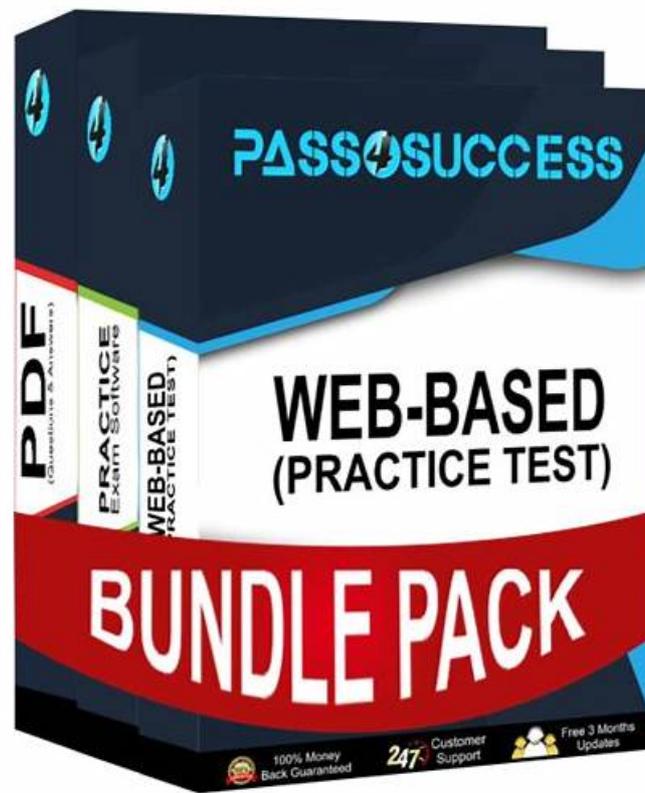


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Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Exam is a certification exam designed to test the knowledge and skills of professionals who work with the Genesys Cloud CX platform. Genesys Cloud CX is a cloud-based customer experience platform that enables businesses to connect with their customers through various channels like voice, chat, email, and social media. The GCP-GCX certification is intended for professionals who want to demonstrate their expertise in implementing, configuring, and managing Genesys Cloud CX solutions.

Genesys GCP-GCX Certification Exam is a vendor-neutral certification program that is recognized by industry leaders and organizations around the world. Genesys Cloud CX Certified Professional - Consolidated Exam certification is designed to provide professionals with a comprehensive understanding of the Genesys Cloud CX platform and the skills needed to manage customer experience operations effectively. Genesys Cloud CX Certified Professional - Consolidated Exam certification demonstrates that professionals have the knowledge and skills needed to implement, manage, and optimize the Genesys Cloud CX platform.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q141-Q146):

NEW QUESTION # 141

Which platform component manages account configuration, directory search, user membership, phone call routing, and agent assignment?

- A. Communication Services
- B. Application Services
- C. Core Services
- D. Public Interface Services

Answer: C

Explanation:

Reference:

Core Services is the platform component that manages account configuration, directory search, user membership, phone call routing, and agent assignment in Genesys Cloud CX. Core Services is a set of services that provide essential functionality and data for Genesys Cloud CX applications and integrations. Core Services include various features and functions, such as:

Account configuration

Directory search

User membership

Phone call routing

Agent assignment

Presence management

Notifications

Authentication

Authorization

Billing

Some other platform components of Genesys Cloud CX are Public Interface Services, Communication Services, Application Services, etc. Reference: <https://help.mypurecloud.com/articles/platform-overview/> <https://help.mypurecloud.com/articles/core-services-overview/>

NEW QUESTION # 142

When creating an external trunk, which of the following protocol(s) can be selected? (Choose three.)

- A. UDP
- B. TCP
- C. SIP
- D. TLS
- E. The default protocol

Answer: A,B,D

Explanation:

TCP, TLS, and UDP are the protocols that can be selected when creating an external trunk. An external trunk is a connection between Genesys Cloud CX and an external telephony provider, such as a carrier or a PBX. The protocol determines how the SIP messages are transported between Genesys Cloud CX and the external provider. UDP is the most common protocol for SIP trunks,

but TCP and TLS can also be used for more reliable or secure communication. Reference:

<https://help.mypurecloud.com/articles/external-trunk-settings/> <https://doc.didww.com/integrations/genesys/index.html>

NEW QUESTION # 143

Carlos is an administrator who needs to extract data on a group of agents handling customer service calls and track their performance. These statistics allow him to estimate their average handling time.

Which of the following options would help him perform his task?

- A. Documents
- B. Directory
- C. Workspaces
- **D. Activity**

Answer: D

Explanation:

Explanation

Activity is an option that would help Carlos perform his task of extracting data on a group of agents handling customer service calls and tracking their performance. Activity is a feature that allows administrators and supervisors to view real-time and historical data on various aspects of Genesys Cloud CX operations, such as queues, agents, interactions, etc. Carlos can use Activity to access various dashboards and reports that show metrics related to agent performance and productivity. References:

<https://help.mypurecloud.com/articles/about-activity/>

<https://help.mypurecloud.com/articles/view-agent-performance-dashboard/>

NEW QUESTION # 144

What is the maximum limit for creating performance dashboards for private users?

- A. 0
- B. 1
- C. 2
- **D. 3**

Answer: D

NEW QUESTION # 145

Which view displays current metrics and information about queues if you have a membership?

- A. Queues
- B. Queues Activity
- **C. My Queues Activity**
- D. Queues Performance

Answer: C

NEW QUESTION # 146

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