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Genesys GCP-GCX Certification Exam is a consolidated exam that covers all aspects of Genesys Cloud CX. GCP-GCX exam is ideal for professionals who want to demonstrate their comprehensive knowledge of Genesys Cloud CX and its capabilities. Genesys Cloud CX Certified Professional - Consolidated Exam certification is also valuable for organizations that want to ensure that their employees have the skills necessary to manage and maintain Genesys Cloud CX solutions.

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## Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q40-Q45):

### NEW QUESTION # 40

You are preparing to deploy Genesys Cloud CX and need to order trunks.  
Where can you find guidelines on PSTN carrier requirements?

- A. By asking your carrier what you would need.
- **B. In the Genesys Cloud CX Resource Center.**
- C. On the PSTN carrier's web site.
- D. Get a default trunk line installed.

**Answer: B**

Explanation:

Reference:

You can find guidelines on PSTN carrier requirements in the Genesys Cloud CX Resource Center. The Genesys Cloud CX Resource Center provides documentation and resources for using and configuring Genesys Cloud CX features and functions. The PSTN carrier requirements article lists the minimum requirements that a PSTN carrier must meet to work with Genesys Cloud CX.  
Reference: <https://help.mypurecloud.com/articles/pstn-carrier-requirements/> <https://help.mypurecloud.com/>

### NEW QUESTION # 41

Which of the following is NOT a Genesys Cloud CX Collaborate feature?

- A. Video Chat
- B. Content Management
- C. AI Chat
- D. Text Chat

**Answer: C**

Explanation:

Explanation

AI Chat is not a Genesys Cloud CX Collaborate feature. Collaborate is a feature that enables internal communication and collaboration among users within an organization using Genesys Cloud CX. Collaborate provides various features and functions for users to interact with each other in real time or asynchronously, such as:

- \* Text Chat
- \* Video Chat
- \* Content Management
- \* Group Messaging
- \* Presence Indicators

AI Chat is a feature that enables external communication and automation using artificial intelligence (AI) powered chatbots or voicebots. AI Chat provides various features and functions for customers to interact with chatbots or voicebots using natural language processing (NLP) and machine learning (ML), such as:

- \* Intent Recognition
- \* Entity Extraction
- \* Sentiment Analysis
- \* Conversation Flow
- \* Knowledge Base

References: <https://help.mypurecloud.com/articles/collaborate-overview/>

<https://help.mypurecloud.com/glossary/ai-chat/>

### NEW QUESTION # 42

Select the reasons behind a user not receiving calls through their assigned DID number or extension. (Choose two.)

- A. The DID number and extension are considered the same numbers and entered into the same phone.
- B. The user does not have the proper license type, roles, and permissions.
- C. The DID number and the extension do not have the same last 4 digits.
- D. The DID number and extension are not listed in the DID or extension pools.

**Answer: B,D**

Explanation:

The DID number and extension are not listed in the DID or extension pools and the user does not have the proper license type roles and permissions are two reasons behind a user not receiving calls through their assigned DID number or extension in Genesys Cloud CX Telephony Admin menu.

A DID number is a direct inward dialing number that allows callers to reach an individual user directly without going through an operator or IVR menu.

An extension is a short internal number that allows users to reach each other within an organization without dialing a full phone number.

A DID pool is a collection of DID numbers that are available for assignment to users or queues.

An extension pool is a collection of extensions that are available for assignment to users.

To receive calls through their assigned DID number or extension in Genesys Cloud CX Telephony Admin menu, a user needs to have their DID number and extension listed in the DID pool and extension pool respectively. If their DID number or extension is not listed in the pools, they will not be able to receive calls through them. Additionally, a user needs to have the proper license type, roles, and permissions assigned to their profile to receive calls through their assigned DID number or extension. A license type determines what features and functions a user can access in Genesys Cloud CX. A role determines what actions a user can perform or see in Genesys Cloud CX. A permission determines what specific feature or function a user can access within a role. To receive calls through their assigned DID number or extension, a user needs to have a license type that supports telephony features, such as Communicate, Collaborate, etc. They also need to have roles that allow them to use telephony features, such as Agent, Supervisor, etc. They also need to have permissions that allow them

### NEW QUESTION # 43

Which of the following are AND Evaluation Methods? (Choose three.)

- A. Bullseye matching
- B. All skills matching
- C. Disregard skills
- D. Agent availability
- E. Best available skills

**Answer: A,B,E**

Explanation:

AND Evaluation Methods are used to evaluate the skills of agents and interactions based on logical AND operations. This means that all the required skills must match for an agent to be eligible for an interaction. There are three types of AND Evaluation Methods: All skills matching, Best available skills, and Bullseye matching. All skills matching evaluates agents based on the number of skills they have in common with the interaction. Best available skills evaluates agents based on the highest skill proficiency level they have in common with the interaction. Bullseye matching evaluates agents based on predefined rings of skill requirements that relax as the selection pool expands from one ring to the next. Reference: <https://help.mypurecloud.com/articles/evaluation-methods/>  
<https://help.mypurecloud.com/articles/bullseye-routing/>

### NEW QUESTION # 44

Which Genesys Cloud CX feature presents caller info to an agent and allows the user to update or collect the information?

- A. Scripts
- B. Toast pop-ups
- C. Dialog boxes
- D. IVR prompts

**Answer: A**

Explanation:

Scripts are Genesys Cloud CX features that present caller info to an agent and allow the user to update or collect the information. Scripts are predefined sets of questions or instructions that guide agents through interactions with customers. Scripts can display customer information from various sources, such as data actions or data dips, and allow agents to enter or update information during or after an interaction. Reference: <https://help.mypurecloud.com/glossary/script/> <https://help.mypurecloud.com/articles/about-scripts/>

### NEW QUESTION # 45

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