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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q100-Q105):

NEW QUESTION # 100

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

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

Answer: C

Explanation:

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. References:

<https://help.mypurecloud.com/glossary/script/> <https://help.mypurecloud.com/articles/about-scripts/>

NEW QUESTION # 101

If you have not configured an email address to report issues to, Genesys Cloud CX:

- A. Does not route the emails to any email address.
- B. Collects such emails and stores it until an email address to report issues is configured.
- C. Automatically creates an email address and routes all such emails to this address.
- D. Sends the emails to anyone who has the admin role assigned in your organization.

Answer: B

NEW QUESTION # 102

binds the numbering plan with the trunk.

- A. Edge
- B. Edge Group
- C. Inbound route
- D. Outbound route

Answer: D

Explanation:

Explanation

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Genesys GCP-GCX certification is recognized by organizations worldwide. Employers value this certification as it demonstrates the candidate's ability to implement and configure Genesys Cloud CX solutions. Genesys Cloud CX Certified Professional - Consolidated Exam certification also shows that the candidate has a comprehensive understanding of customer experience management, which is a critical skill in today's competitive market.

Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is a comprehensive certification exam designed to test the knowledge and expertise of professionals in the field of customer experience management. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam is offered by Genesys, a leading provider of customer experience solutions. The GCP-GCX Exam covers a wide range of topics, including customer engagement, contact center operations, analytics, and automation. It is designed to assess the skills and knowledge required to design, implement, and manage customer experience solutions using Genesys Cloud CX.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q121-Q126):

NEW QUESTION # 121

_____ binds the numbering plan with the trunk.

- A. Edge Group
- B. **Outbound route**
- C. Edge
- D. Inbound route

Answer: B

Explanation:

Explanation

Outbound route is what binds the numbering plan with the trunk in Genesys Cloud CX Telephony Admin menu. An outbound route is a logical connection that allows voice communication from Genesys Cloud CX to an external system or network using a trunk. An outbound route can have various options configured to define its behavior and performance, such as:

- * Numbering plan
- * Trunk
- * Classification
- * Priority

An outbound route binds the numbering plan with the trunk by specifying which numbering plan and which trunk to use for outgoing calls based on the classification of the destination number. An outbound route can also specify the priority of the trunk to use when multiple trunks are available for the same classification.

References: <https://help.mypurecloud.com/glossary/outbound-route/>

<https://help.mypurecloud.com/articles/add-an-outbound-route/>

NEW QUESTION # 122

Select the categories of ACD skills that can be added to a user or an interaction. (Choose two.)

- A. Roles
- B. **Language**
- C. Skills
- D. Queue

Answer: B,C

NEW QUESTION # 123

Routing is a part of customer communication that connects the customer with an appropriate automated resource or agent.

- A. False
- B. **True**

Answer: B

NEW QUESTION # 124

Which view helps supervisors analyze performance issues with a specific skill in one or more queues?

- A. Agents
- B. Interactions
- C. Skills Performance
- D. Queues Activity

Answer: C

Explanation:

Reference:

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. Reference: <https://help.mypurecloud.com/articles/skills-performance-view/>

NEW QUESTION # 125

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. True
- B. False

Answer: B

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 # 126

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