

GCP-GCX Reliable Braindumps Questions, GCP-GCX Certification Cost



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Genesys GCP-GCX exam is an excellent opportunity for professionals who want to advance their career in the contact center industry. With this certification, individuals can demonstrate their expertise in using Genesys Cloud CX and become more valuable to their organization. GCP-GCX Exam is also a great way to learn about the latest features and functionalities of the platform and stay up-to-date with the latest industry trends.

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Genesys GCP-GCX exam is designed for professionals working in the customer experience industry. Genesys Cloud CX Certified Professional - Consolidated Exam certification validates the skills and knowledge of candidates on the Genesys Cloud CX platform. GCP-GCX Exam is intended for individuals who are responsible for the implementation, administration, and maintenance of the Genesys Cloud CX platform.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q112-Q117):

NEW QUESTION # 112

Select all available options for adding widgets to a performance dashboard. (Choose four.)

- A. Agent Status
- B. Grid
- C. Interaction
- D. Chart
- E. Metric
- F. Text

Answer: B,D,E,F

Explanation:

Grid, Text, Metric, and Chart are four available options for adding widgets to a performance dashboard. A widget is a component that displays data in a specific format on a performance dashboard. You can add different types of widgets to customize your dashboard and show the data that you need. The other available options for adding widgets are Agent Status and Web Content. Reference: <https://help.mypurecloud.com/articles/add-widgets-to-a-performance-dashboard/> <https://help.mypurecloud.com/articles/widget-types/>

NEW QUESTION # 113

Where can call recording be enabled?

- A. Trunks
- B. Phones
- C. Edges and Edge Groups

Answer: C

Explanation:

Call recording in Genesys Cloud CX can be enabled at the level of Edges and Edge Groups. Edges are the appliances that provide connectivity to the public switched telephone network (PSTN) and VoIP services, while Edge Groups are collections of these Edges. By enabling call recording at this level, organizations can ensure that inbound and outbound interactions are recorded for quality assurance, compliance, and training purposes. This setup allows for centralized management of recording policies and storage, ensuring consistency across the organization.

NEW QUESTION # 114

Which feature requires at least one single sign-on (SSO) integration to be configured before allowing a user to login to Genesys Cloud CX?

- A. Open Admission
- B. Password Expiration
- C. Disable Genesys Cloud CX Login
- D. Disable Location Detection

Answer: A

NEW QUESTION # 115

Select the features available in Genesys Cloud CX Architect. (Choose three.)

- A. Create skills
- B. Play pre-recorded messages
- C. Receive and route calls
- D. Convert text to speech
- E. Configure queues

Answer: B,C,D

Explanation:

Genesys Cloud CX Architect is a feature that allows administrators to create and manage call flows for inbound and outbound voice interactions. Architect provides various actions and tasks that can be used to define the logic and behavior of call flows. Some of these features are playing pre-recorded messages, converting text to speech, receiving and routing calls, collecting user input, transferring calls, etc. Reference: <https://help.mypurecloud.com/articles/about-architect/> <https://help.mypurecloud.com/articles/architect-overview-of-call-flow-actions-and-tasks/>

NEW QUESTION # 116

Which of the following operating systems are supported by Genesys Cloud CX mobile applications? (Choose two.)

- A. iOS
- B. Android

- C. Harmony OS
- D. Windows 10 Mobile

Answer: A,B

Explanation:

iOS and Android are two operating systems that are supported by Genesys Cloud CX mobile applications. Genesys Cloud CX mobile applications are apps that allow users to access various features and functions of Genesys Cloud CX on their mobile devices, such as smartphones or tablets. Genesys Cloud CX mobile applications are available for iOS and Android devices and can be downloaded from the App Store or Google Play Store respectively. Genesys Cloud CX mobile applications enable users to communicate and collaborate with other users, manage their status and availability, view their performance metrics and notifications, and more. Reference: <https://help.mypurecloud.com/articles/about-genesys-cloud-mobile-apps/> <https://help.mypurecloud.com/articles/install-the-genesys-cloud-mobile-app/>

NEW QUESTION # 117

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