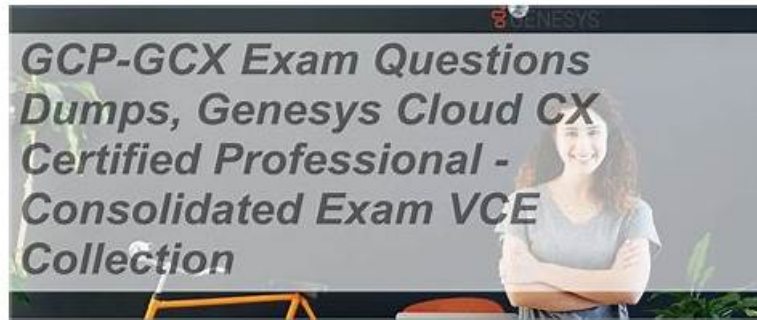


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To prepare for the Genesys GCP-GCX Certification Exam, individuals can take training courses and study materials provided by Genesys. These courses cover a wide range of topics related to Genesys Cloud CX, including installation and configuration, administration, reporting and analytics, and integration with other systems. Individuals can also take practice exams to test their knowledge and identify areas where they need to improve.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q115-Q120):

NEW QUESTION # 115

Which of following file formats are available to export a report? (Choose three.)

- A. .xlsx
- B. .pdf

- C. .docx
- **D. .xls**
- E. .txt
- **F. .doc**

Answer: B,D,F

NEW QUESTION # 116

Jenny is monitoring five queues in real-time. She identifies one of the queues' Service Level percentage to be below the threshold level.

Which of the following will help her view specific information about the queue in real-time?

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

Answer: D

NEW QUESTION # 117

Which feature enables a voice interaction to interrupt an email interaction?

- A. Scripts
- B. Emergency Routing
- **C. Utilization**
- D. ACD Skills

Answer: C

Explanation:

Explanation

Utilization is a feature that enables a voice interaction to interrupt an email interaction when the voice interaction has a higher priority than the email interaction. Utilization is a percentage that indicates how much of an agent's time is spent on handling interactions.

When an agent is handling an email interaction, their utilization is lower than when they are handling a voice interaction. Therefore, if a voice interaction arrives in the queue and there are no other available agents, the voice interaction can interrupt the email interaction and be routed to the agent with the lowest utilization. References:

<https://help.mypurecloud.com/articles/utilization/>

<https://help.mypurecloud.com/articles/understand-how-email-interactions-work/>

NEW QUESTION # 118

What level of permissions does a user require to view the organization settings?

- A. Agent
- B. Supervisor
- C. All of the above
- **D. Admin**

Answer: D

Explanation:

Admin is the level of permissions that a user requires to view the organization settings in Genesys Cloud CX. Organization settings are various options that define the behavior and appearance of your organization's account in Genesys Cloud CX. Organization settings include various features and functions, such as:

Organization name

Organization ID

Time zone

Language

Currency

Logo

To view the organization settings in Genesys Cloud CX, a user needs to have Admin permission assigned to their role. Admin permission is a granular setting that controls access to administrative features and functions in Genesys Cloud CX. Admin permission is usually assigned to administrators or supervisors who need to manage various aspects of the organization's account. Reference: <https://help.mypurecloud.com/articles/organization-settings-overview/> <https://help.mypurecloud.com/articles/about-permissions/> <https://help.mypurecloud.com/articles/admin-permission/>

NEW QUESTION # 119

If you have not created any additional templates, you will have several default template options when creating a new script. These default templates are: (Choose four.)

- A. Default Inbound Script
- B. Default Callback Script
- C. Default Outbound Script
- D. Blank Script
- E. Collection Script Template
- F. Sales Script Template

Answer: A,B,C,D

Explanation:

Blank Script, Default Callback Script, Default Inbound Script, and Default Outbound Script are four default template options when creating a new script if you have not created any additional templates. A template is a reusable script layout that defines the structure and content of a script. You can use templates to create scripts faster and more consistently. Genesys Cloud CX provides four default templates for different types of scripts:

Blank Script is an empty template that allows you to create a script from scratch.

Default Callback Script is a template for scripts that handle callback interactions.

Default Inbound Script is a template for scripts that handle inbound interactions.

Default Outbound Script is a template for scripts that handle outbound interactions.

You can also create your own custom templates for scripts based on your needs. Reference:

<https://help.mypurecloud.com/articles/create-a-script-template/> <https://help.mypurecloud.com/articles/create-a-script-from-a-template/>

NEW QUESTION # 120

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