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Genesys GCP-GCX Exam covers a wide range of topics, including the basics of the Genesys Cloud CX platform, its architecture, and its various functionalities. GCP-GCX exam also tests the individual's knowledge of key concepts such as customer journey management, omnichannel strategies, and contact center analytics. Additionally, the exam assesses the individual's ability to apply this knowledge in practical scenarios.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q32-Q37):

NEW QUESTION # 32

Which architectural approach is used to develop a single application as a suite of small services?

- A. Microservices Architecture
- B. Single Core Architecture
- C. Genesys Cloud CX Salesforce Architecture
- D. Monolithic Architecture

Answer: A

Explanation:
Microservices Architecture is an architectural approach that is used to develop a single application as a suite of small services. Microservices Architecture is a design pattern that breaks down an application into independent components or modules that communicate with each other through well-defined interfaces or APIs. Microservices Architecture enables faster development, deployment, scaling, testing, and maintenance of applications by allowing each service to run in its own process and be managed by a small team. Reference: https://www.genesys.com/glossary/microservices-architecture https://www.genesys.com/en-gb/platform/cloud

NEW QUESTION # 33
Which of the following statements defines a critical question in an Evaluation Form?

- A. If answered "No", critical questions will result in an evaluation score of zero for the interaction.
- B. Critical questions are used to prioritize questions that are critical to the success of an interaction. A separate critical score is calculated for critical questions.
- C. Critical questions are multiple choice questions that have a higher weightage than non-critical questions.
- D. Critical questions are questions that the agent must answer.

Answer: A

Explanation:
Reference:
Critical questions are questions that have a significant impact on the quality of an interaction. If answered "No", critical questions will result in an evaluation score of zero for the interaction, regardless of how other questions are answered. Critical questions are used to identify interactions that fail to meet minimum quality standards. Reference: https://help.mypurecloud.com/articles/create-an-evaluation-form/ https://help.mypurecloud.com/articles/evaluate-interactions/

NEW QUESTION # 34
Your customizations in the interaction view remain in effect even if you leave the view and return to it later.

- A. True
- B. False

Answer: A

Explanation:
Explanation
Your customizations in the interaction view remain in effect even if you leave the view and return to it later is a true statement. The interaction view is a view that shows various metrics and details related to interaction performance and activities in Genesys Cloud CX Performance menu. The interaction view can help you measure and improve various aspects of your interaction performance and activities, such as:
* Interaction volume
* Interaction quality
* Interaction outcomes
* Interaction flows
Your customizations in the interaction view remain in effect even if you leave the view and return to it later because:
* You can customize the interaction view by using various filters and columns to show only certain data.
For example, you can choose to show only certain columns or filter to see certain types of interactions.
You can also save your filter and column settings as a saved view to switch quickly between different data of interest in the same view.
* Your customizations remain as you navigate from view to view or leave and return to a view. This means that Genesys Cloud CX

remembers your preferences and settings for the interaction view and applies them when you access the view again. This can help you save time and effort when you want to see the same data again.
References: https://help.mypurecloud.com/articles/interactions-view-overview/
https://help.mypurecloud.com/articles/customize-performance-views/

NEW QUESTION # 35
What level of permissions does a user require to view the organization settings?

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

Answer: C

Explanation:
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. References:
https://help.mypurecloud.com/articles/organization-settings-overview/
https://help.mypurecloud.com/articles/about-permissions/
https://help.mypurecloud.com/articles/admin-permission/

NEW QUESTION # 36
What is the maximum limit for creating performance dashboards for private users?

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

Answer: A

Explanation:
The maximum limit for creating performance dashboards for private users is 10. A performance dashboard is a customizable view that shows real-time or historical data for various aspects of Genesys Cloud CX operations, such as queues, agents, interactions, etc. You can create performance dashboards for your own use (private) or share them with other users (public). The limit for creating public performance dashboards is 50. Reference: https://help.mypurecloud.com/articles/about-performance-dashboards/
https://help.mypurecloud.com/articles/create-a-performance-dashboard/

NEW QUESTION # 37
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