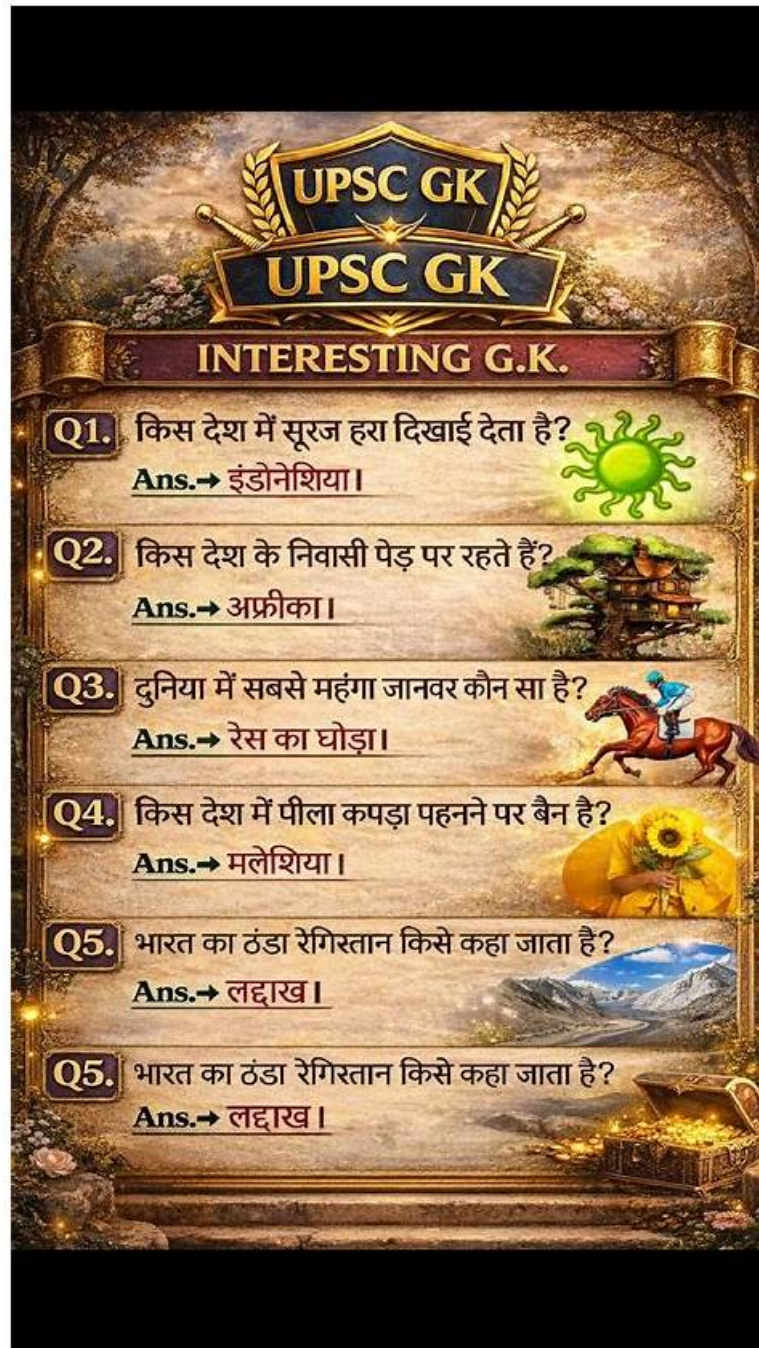# Hot GCP-GCX Questions Pdf | Efficient Genesys GCP-GCX Exam Online: Genesys Cloud CX Certified Professional - Consolidated Exam

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q105-Q110):

NEW QUESTION # 105
Genesys Cloud CX ACD assigns interactions to the most appropriate agent available.
Which of the following attributes is used to determine the best available agent? (Choose three.)

- A. Staffing requirements
- B. Time since last ACD interaction
- C. Language skills
- D. ACD skills
- E. Additional attribute ratings

Answer: A,C,D

NEW QUESTION # 106
What is the maximum tile size that can be uploaded onto Genesys Cloud CX's Workspace?

- A. 2 GB
- B. No limit
- C. 100 MB
- D. 10 MB

Answer: C

Explanation:
In the Genesys Cloud CX platform, when uploading content such as images, documents, or other files to the Workspace, there is a size limit to ensure optimal performance and usability. The maximum tile size that can be uploaded onto Genesys Cloud CX's Workspace is 100 MB. This limit is set to balance the need for detailed, high-quality content with the platform's performance and storage considerations, ensuring that users can access and share necessary resources efficiently without compromising the system's responsiveness.

NEW QUESTION # 107
Which of the following is NOT a Genesys Cloud CX Collaborate feature?

- A. Video Chat
- B. AI Chat
- C. Text Chat

- D. Content Management

Answer: B

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 # 108
Genesys Cloud CX is fully supported on which of the following browsers? (Choose two.)

- A. Chrome
- B. Firefox
- C. Opera
- D. Safari
- E. Internet Explorer

Answer: A,B

Explanation:
Firefox and Chrome are two browsers that fully support Genesys Cloud CX. Genesys Cloud CX is a web-based application that requires a compatible browser to run properly. Firefox and Chrome are the recommended browsers for Genesys Cloud CX because they offer the best performance and functionality. Safari is also supported but with some limitations. Internet Explorer and Opera are not supported by Genesys Cloud CX. Reference: https://help.mypurecloud.com/articles/supported-browsers/
https://help.mypurecloud.com/articles/browser-limitations/

NEW QUESTION # 109
Which of the following types of interactions can be configured for Recording Policies?

- A. Message
- B. Email
- C. All of the above
- D. Chat
- E. Call

Answer: C

NEW QUESTION # 110
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