

# High-quality Genesys Authorized GCP-GCX Pdf Offer You The Best Discount | Genesys Cloud CX Certified Professional - Consolidated Exam



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The GCP-GCX certification is highly valued in the industry and is recognized as a mark of excellence in the field of customer experience management. It is intended for professionals with at least two years of experience in the field of customer experience management and a good understanding of contact center operations. Genesys Cloud CX Certified Professional - Consolidated Exam certification provides a comprehensive understanding of the Genesys Cloud CX platform and its capabilities, including the ability to design, implement, and manage customer experience solutions that meet the needs of today's businesses. The GCP-GCX certification is an excellent way for professionals to demonstrate their knowledge and expertise in this rapidly evolving field and to enhance their career prospects.

Genesys GCP-GCX Certification Exam is an advanced certification exam that requires a deep understanding of the Genesys Cloud CX platform. To be eligible for this certification, candidates must have previous experience working with the Genesys platform and must have completed the Genesys Cloud CX Essentials training course. This training course covers the basics of the platform, including call routing, interaction recording, and chatbot development.

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## Genesys GCP-GCX Discount & GCP-GCX Valid Exam Fee

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## Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q26-Q31):

NEW QUESTION # 26

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

**Answer: C**

Explanation:

Reference:

Disable Genesys Cloud CX Login is a feature that requires at least one single sign-on (SSO) integration to be configured before allowing a user to login to Genesys Cloud CX. This feature prevents users from logging in with their Genesys Cloud CX credentials and requires them to use an SSO provider instead. This feature enhances security and simplifies user management for organizations that use SSO. Reference: <https://help.mypurecloud.com/articles/disable-genesys-cloud-login/>  
<https://help.mypurecloud.com/articles/about-single-sign-on/>

#### **NEW QUESTION # 27**

Which of the following Edge feature contains the built-in remote survivability mode?

- A. SIP proxy
- **B. Disaster recovery**
- C. Call broker
- D. SIP gateway

**Answer: B**

#### **NEW QUESTION # 28**

Which of the following routes interactions based on an algorithm that determines the best available agent for the interaction?

- **A. Automatic Call Distribution**
- B. Emergency Groups
- C. Architect
- D. Scheduling

**Answer: A**

#### **NEW QUESTION # 29**

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**

#### **NEW QUESTION # 30**

Which platform component manages account configuration, directory search, user membership, phone call routing, and agent assignment?

- **A. Core Services**
- B. Communication Services
- C. Application Services



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