

Genesys GCP-GCX Valid Exam Sample & GCP-GCX Latest Exam Fee



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The GCP-GCX Exam is designed to evaluate the ability of professionals to implement and maintain Genesys Cloud CX solutions. GCP-GCX exam covers a wide range of topics, including system architecture, configuration, and administration. The test also evaluates an individual's ability to troubleshoot and resolve issues related to Genesys Cloud CX. Professionals who pass the GCP-GCX Exam are recognized as experts in the field and are equipped to handle complex Genesys Cloud CX implementations.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q45-Q50):

NEW QUESTION # 45

A user who is freshly added to Genesys Cloud CX realizes that there is no phone call icon on the left pane, preventing the user from making or receiving calls.

What is the most likely reason for this?

- A. The phone number is being used by a different user.
- B. The user may have deleted the icon.
- C. The user's phone is unplugged.
- **D. The user is not assigned the appropriate role.**

Answer: D

NEW QUESTION # 46

Once you create a custom field on your profile, it cannot be deleted from the Admin interface

- **A. True**
- B. False

Answer: A

NEW QUESTION # 47

What are the two methods to create a conference call in Genesys Cloud CX? (Choose two.)

- A. Click the Conference button in Genesys Cloud CX directory, and then enter the names or phone numbers of the attendees.
- B. Click the Calls icon, expand the Dialpad, then enter the names or phone numbers of the attendees in the search area and click Start Conference.
- **C. Have all attendees call you. When all calls are active, click the Start Conference button.**
- **D. With multiple active calls, click and drag an unselected call onto the previously selected call details.**

Answer: C,D

NEW QUESTION # 48

Which of the following statements are true? (Choose three.)

- A. A queue report only counts interactions handled by an agent.
- **B. An agent-based report counts any interactions an agent worked with.**
- **C. An Abandon is an interaction that disconnects before an agent handles it.**
- D. Reports once created cannot be configured.
- **E. Each report contains a predefined set of metrics.**

Answer: B,C,E

NEW QUESTION # 49

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

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

Answer: C

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

NEW QUESTION # 50

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