

# Accurate GCP-GCX Answers, GCP-GCX Reliable Braindumps Pdf



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Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Exam is designed to validate the skills and knowledge of professionals who are responsible for implementing and managing Genesys Cloud CX solutions. GCP-GCX exam covers a wide range of topics, including call routing, IVR design, reporting and analytics, and contact center management. By passing the GCP-GCX Exam, professionals can demonstrate their ability to implement and manage Genesys Cloud CX solutions, which can help them advance their careers in the field of contact center technology.

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## GCP-GCX Reliable Braindumps Pdf & GCP-GCX Pass Test Guide

Pass4training Genesys GCP-GCX Exam Questions And Answers provide you test preparation information with everything you need. About Genesys GCP-GCX exam, you can find these questions from different web sites or books, but the key is logical and connected. Our questions and answers will not only allow you effortlessly through the exam first time, but also can save your valuable time.

### Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q85-Q90):

#### NEW QUESTION # 85

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

**Answer: D**

Explanation:

The most likely reason for a user not seeing the phone call icon on the left pane is that the user is not assigned the appropriate role. A role is a collection of permissions that define what a user can do or see in Genesys Cloud CX. A permission is a granular setting that controls access to a specific feature or function. To make or receive calls in Genesys Cloud CX, a user needs to have certain permissions assigned to their role, such as Telephony > Plugin > All and Telephony > Call > Control > All. If a user does not have these permissions, they will not see the phone call icon on the left pane and will not be able to use telephony features. Reference: <https://help.mypurecloud.com/articles/about-roles-and-permissions/> <https://help.mypurecloud.com/articles/assign-roles-to-a-user/> <https://help.mypurecloud.com/articles/make-a-phone-call/>

**NEW QUESTION # 86**

What options are available for exporting data from a view? Choose 2 answers

- A. DOCX
- B. CSV
- C. TXT
- D. Chat
- E. PDF

**Answer: B,E**

Explanation:

When exporting data from views in Genesys Cloud CX, users have several format options. Among these, PDF and CSV are commonly available choices for exporting data. PDF format is useful for creating ready-to-share documents that preserve the layout and formatting of the view, while CSV format is ideal for data manipulation and analysis in spreadsheet applications, allowing for further data processing and insights.

**NEW QUESTION # 87**

How do you represent your organization when you contact the Genesys Cloud CX support team?

- A. Organization ID
- B. Agent Name
- C. ID
- D. Company Name

**Answer: A**

Explanation:

Organization ID is how you represent your organization when you contact the Genesys Cloud CX support team. Organization ID is a unique identifier that is assigned to your organization when you sign up for Genesys Cloud CX. Organization ID helps the Genesys Cloud CX support team to locate your organization's account information and provide faster and better service. You can find your organization ID by clicking Admin > Account Settings > Organization Settings in Genesys Cloud CX window. Reference: <https://help.mypurecloud.com/articles/organization-id/> <https://help.mypurecloud.com/articles/contact-genesys-cloud-customer-care/>

**NEW QUESTION # 88**

From the Interactions View, it is possible to access the details of only Inbound interactions.

- A. True
- B. False

**Answer: A****NEW QUESTION # 89**

Which of the following statements is NOT true regarding numbering plan?

- A. Numbering plan is also known as a dial plan.
  - B. It is a telecommunication scheme where telephone numbers are assigned to subscribers and telephony endpoints.
  - C. It has to be created manually.
  - D. Numbering plan can be added or modified based on the organizational requirements.

**Answer: C**

## NEW QUESTION # 90

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