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Genesys GCP-GCX Exam is designed for professionals working in the customer experience industry. Genesys Cloud CX Certified Professional - Consolidated Exam certification validates the skills and knowledge of candidates on the Genesys Cloud CX platform. GCP-GCX exam is intended for individuals who are responsible for the implementation, administration, and maintenance of the Genesys Cloud CX platform.

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## Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q82-Q87):

### NEW QUESTION # 82

Policies automate repetitive quality management tasks.

Which of the following items could be defined as policies? (Choose three.)

- A. Specify time sets as a matching criteria.
- B. Automatically assign an evaluation for all calls over 5 minutes.

- C. Set up a schedule to run a daily report.
- D. Determine how long to retain recordings and whether to archive or delete them.
- E. Update the Do Not Call list with records that have the appropriate wrap-up code.

**Answer: B,D,E**

Explanation:

Explanation

Update the Do Not Call list with records that have the appropriate wrap-up code, automatically assign an evaluation for all calls over 5 minutes, and determine how long to retain recordings and whether to archive or delete them are three items that could be defined as policies in Genesys Cloud CX Quality Management.

Policies are rules that automate repetitive quality management tasks based on various criteria and conditions.

Policies can help contact center managers and supervisors streamline their quality management processes and ensure compliance with best practices and regulations. References:

<https://help.mypurecloud.com/articles/about-policies/> <https://help.mypurecloud.com/articles/create-a-policy/>

### NEW QUESTION # 83

Under which container is Queue available?

- A. Routing
- B. Contact Center
- C. Telephony
- D. Integration

**Answer: A**

Explanation:

Explanation

Queue is available under Routing container in Genesys Cloud CX Admin menu. Routing is a container that holds various features and functions related to routing interactions in Genesys Cloud CX, such as queues, flows, wrap-up codes, skills, etc. Administrators can access Routing by clicking Admin > Routing in Genesys Cloud CX window. References:

<https://help.mypurecloud.com/articles/routing-overview/>

<https://help.mypurecloud.com/articles/admin-menu-overview/>

### NEW QUESTION # 84

Which of the following items need to be configured for an outbound campaign? (Choose three.)

- A. Dialing Modes
- B. Evaluation Forms
- C. Campaigns
- D. Agents
- E. Contact Lists

**Answer: C,D,E**

### NEW QUESTION # 85

Select the categories of Prompts in Architect. (Choose two.)

- A. System
- B. User
- C. Menu
- D. Data

**Answer: A,B**

### NEW QUESTION # 86

Which role is automatically assigned to a new user?

- A. Communicate - User
- B. employee
- C. admin
- **D. User**

**Answer: D**

## NEW QUESTION # 87

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