

# Pass Your Genesys GCP-GCX: Genesys Cloud CX Certified Professional - Consolidated Exam Exam with Authorized Valid GCP-GCX Exam Labs Effectively



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Genesys GCP-GCX Certification Exam is a consolidated exam that covers all aspects of Genesys Cloud CX. GCP-GCX exam is ideal for professionals who want to demonstrate their comprehensive knowledge of Genesys Cloud CX and its capabilities. Genesys Cloud CX Certified Professional - Consolidated Exam certification is also valuable for organizations that want to ensure that their employees have the skills necessary to manage and maintain Genesys Cloud CX solutions.

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Genesys GCP-GCX Certification Exam is designed to validate the skills and knowledge of professionals in the field of Genesys Cloud CX. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam is intended for individuals who want to demonstrate their expertise in the implementation and management of Genesys Cloud CX solutions. GCP-GCX exam covers a wide range of topics, including architecture and design, configuration and customization, integration and deployment, troubleshooting and maintenance, and best practices for managing Genesys Cloud CX environments. By passing GCP-GCX exam, candidates can demonstrate their proficiency in Genesys Cloud CX and enhance their career opportunities in this field.

The GCP-GCX Exam is suitable for individuals who have experience in contact center operations, IT operations, or customer experience management. Genesys Cloud CX Certified Professional - Consolidated Exam certification is ideal for individuals who

want to enhance their career prospects in the customer experience industry. Genesys Cloud CX Certified Professional - Consolidated Exam certification is also suitable for individuals who want to demonstrate their expertise in Genesys Cloud CX to their employers or clients.

## Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q125-Q130):

### NEW QUESTION # 125

Why are Divisions important in an organization?

- A. Divisions allow grouping and segregation of objects while keeping them inside the same organization.
- B. Divisions are used to divide interactions equally between 2 or more queues.
- C. Divisions allow the organization to control which roles can be assigned to users.
- D. Divisions define which users can be assigned to queues.

**Answer: A**

### NEW QUESTION # 126

You can use Regular Expressions to create Number Plans

- A. False
- B. True

**Answer: B**

Explanation:

Genesys Cloud CX allows for the use of Regular Expressions in the creation of Number Plans. This capability provides a powerful and flexible way to define and manage dialing patterns and rules within the system, enabling complex call routing strategies and ensuring that calls are handled in the most efficient manner possible.

### NEW QUESTION # 127

Where can DID Numbers be assigned to? Choose 3 answers

- A. Call Flow
- B. Edge
- C. Person
- D. External Trunk
- E. Queue
- F. Phone

**Answer: A,C,E**

Explanation:

In Genesys Cloud CX, DID (Direct Inward Dialing) numbers can be assigned to various entities within the system to facilitate direct calling. Assignable entities include "Person" (individual users), "Call Flow" (specific call routing configurations), and "Queue" (groups of agents handling specific types of interactions). This assignment flexibility allows for efficient call routing and management, enhancing the caller experience and operational efficiency.

### NEW QUESTION # 128

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

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

**Answer: D**

Explanation:

Automatic Call Distribution (ACD) is the feature that routes interactions based on an algorithm that determines the best available agent for the interaction. ACD is a system that distributes incoming calls (or other types of interactions) to agents or queues based on various criteria, such as agent skills, availability, priority, etc. ACD uses an algorithm that evaluates these criteria and assigns each interaction to the most appropriate agent or queue. Reference: <https://help.mypurecloud.com/glossary/automatic-call-distribution-acd/> <https://help.mypurecloud.com/articles/about-acd/>

### NEW QUESTION # 129

Select all access level permission types for workspace (Documents > Workspace) membership. (Choose three.)

- A. Write-Only
- B. Partial
- C. Collaborator
- D. Full Access
- E. Read-Only
- F. Contributor

Answer: D,E,F

### NEW QUESTION # 130

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