100% Pass Genesys - GCP-GCX Fantastic Exam Online

The GCP-GCX Certification Exam is one of the top-rated and career-oriented certificates that are designed to validate an Genesys professional's skills and knowledge level. These Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) practice questions have been inspiring those who want to prove their expertise with the industrial-recognized credential. By cracking it you can gain several personal and professional benefits.

To prepare for the Genesys GCP-GCX certification exam, individuals can take training courses and study materials provided by Genesys. These courses cover a wide range of topics related to Genesys Cloud CX, including installation and configuration, administration, reporting and analytics, and integration with other systems. Individuals can also take practice exams to test their knowledge and identify areas where they need to improve.

To pass the Genesys GCP-GCX Certification Exam, candidates must demonstrate a deep understanding of the Genesys Cloud CX platform and the best practices for using it to support customer interactions. GCP-GCX exam consists of multiple-choice questions and is timed, with a total of 65 questions to be answered in 90 minutes. GCP-GCX exam is available in multiple languages, including English, French, German, Japanese, and Spanish.

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With the ever-increasing competition, people take Genesys GCP-GCX certification to exhibit their experience, skills, and abilities in a better way. Having Genesys Cloud CX Certified Professional - Consolidated Exam GCP-GCX certificate shows that you have better exposure than others. So, GCP-GCX Certification also gives you an advantage in the industry when employers seek candidates for job opportunities. However, preparing for the Genesys GCP-GCX exam can be a difficult and time-consuming process.

Genesys GCP-GCX Certification Exam is a vendor-neutral certification program that is recognized by industry leaders and organizations around the world. Genesys Cloud CX Certified Professional - Consolidated Exam certification is designed to provide professionals with a comprehensive understanding of the Genesys Cloud CX platform and the skills needed to manage customer experience operations effectively. Genesys Cloud CX Certified Professional - Consolidated Exam certification demonstrates that professionals have the knowledge and skills needed to implement, manage, and optimize the Genesys Cloud CX platform.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q120-Q125):

NEW QUESTION # 120
Which of the following statements about WebRTC phones is incorrect?

- A. It is assigned to a specific user and only that user has permission to use the phone.
- B. A WebRTC phone can be used even when disconnected from the Cloud.
- C. Genesys Cloud CX WebRTC phone runs in the browser.
- D. A WebRTC phone has no additional hardware or software requirements, apart from a supported browser.

Answer: B

NEW QUESTION # 121

Select all available options for adding widgets to a performance dashboard. (Choose four.)

- A. Grid
- B. Metric
- C. Text
- D. Agent Status
- E. Chart
- F. Interaction

Answer: A,B,C,E

Explanation:
Grid, Text, Metric, and Chart are four available options for adding widgets to a performance dashboard. A widget is a component that displays data in a specific format on a performance dashboard. You can add different types of widgets to customize your dashboard and show the data that you need. The other available options for adding widgets are Agent Status and Web Content.
Reference: https://help.mypurecloud.com/articles/add-widgets-to-a-performance-dashboard/
https://help.mypurecloud.com/articles/widget-types/

NEW QUESTION # 122

To assign extensions to users, you must first _____.

- A. Buy the extension number from the carrier.
- B. Create a pool of extensions.
- C. Add the extension to the dial plan.
- D. Assign the extension to the user's phone.

Answer: B

Explanation:
Explanation
To assign extensions to users, you must first create a pool of extensions. Extensions are numbers that identify users within your phone system. You can create a pool of extensions by specifying a range of numbers that are available for assignment. You can then assign extensions to users individually or in bulk from the Users page in Genesys Cloud CX Admin. References:
https://help.mypurecloud.com/articles/create-a-pool-of-extensions/
https://help.mypurecloud.com/articles/assign-extensions-to-users/

NEW QUESTION # 123

Which role is automatically assigned to a new user?

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

Answer: D

Explanation:
Explanation
The role that is automatically assigned to a new user is Communicate - User. This role grants basic permissions for using Genesys Cloud CX features such as chat, email, phone calls, etc. This role also determines the license type for the new user, which is Communicate - User license by default. References:
https://help.mypurecloud.com/articles/add-a-user/
https://help.mypurecloud.com/articles/communicate-user-role/

NEW QUESTION # 124

You can allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization.

- A. False
- B. True

Answer: A

Explanation:
Explanation
You cannot allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization is a false statement. You can allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization by using feedback email groups in Genesys Cloud CX Collaborate Content Management. Feedback email groups are groups of email addresses that receive feedback messages from users who view content items in Content Management. Content items are files or links that contain information or resources related to various topics or categories in Content Management. You can create feedback email groups and assign them to content items or categories based on your needs. References: https://help.mypurecloud.com/articles/content-management-overview/
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https://help.mypurecloud.com/articles/assign-a-feedback-email-group-to-a-content-item-or-category/

NEW QUESTION # 125
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