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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q44-Q49):

NEW QUESTION # 44

What level of permissions does a user require to view the organization settings?

- A. Admin

- B. Supervisor
- C. All of the above
- D. Agent

Answer: A

Explanation:

Explanation

Admin is the level of permissions that a user requires to view the organization settings in Genesys Cloud CX.

Organization settings are various options that define the behavior and appearance of your organization's account in Genesys Cloud CX. Organization settings include various features and functions, such as:

- * Organization name
- * Organization ID
- * Time zone
- * Language
- * Currency
- * Logo

To view the organization settings in Genesys Cloud CX, a user needs to have Admin permission assigned to their role. Admin permission is a granular setting that controls access to administrative features and functions in Genesys Cloud CX. Admin permission is usually assigned to administrators or supervisors who need to manage various aspects of the organization's account. References:

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

<https://help.mypurecloud.com/articles/about-permissions/>

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

NEW QUESTION # 45

Genesys Cloud CX Collaborate supports video chat with upto _____ people simultaneously

- A. 0
- B. 1
- C. 2
- D. 3

Answer: A

Explanation:

Genesys Cloud CX Collaborate is a feature within the platform that supports real-time communication and collaboration among users, including video chat capabilities. As of the latest documentation, Genesys Cloud CX Collaborate supports video chat with up to 8 people simultaneously. This feature facilitates effective team collaboration and communication, allowing team members to engage in video conferences and meetings directly within the Genesys Cloud environment, enhancing teamwork and decision-making processes.

NEW QUESTION # 46

_____ binds the numbering plan with the trunk.

- A. Edge
- B. Edge Group
- C. Outbound route
- D. Inbound route

Answer: C

Explanation:

Explanation

Outbound route is what binds the numbering plan with the trunk in Genesys Cloud CX Telephony Admin menu. An outbound route is a logical connection that allows voice communication from Genesys Cloud CX to an external system or network using a trunk. An outbound route can have various options configured to define its behavior and performance, such as:

- * Numbering plan
- * Trunk
- * Classification

* Priority

An outbound route binds the numbering plan with the trunk by specifying which numbering plan and which trunk to use for outgoing calls based on the classification of the destination number. An outbound route can also specify the priority of the trunk to use when multiple trunks are available for the same classification.

References: <https://help.mypurecloud.com/glossary/outbound-route/>

<https://help.mypurecloud.com/articles/add-an-outbound-route/>

NEW QUESTION # 47

Which of the following Genesys Cloud CX features helps ensure that enough agents are in the right place at the right time?

- A. Queue Management
- B. Routing
- C. Workforce Management
- D. Reporting and Analytics

Answer: C

NEW QUESTION # 48

When creating an external trunk, which of the following protocol(s) can be selected? (Choose three.)

- A. TCP
- B. TLS
- C. The default protocol
- D. UDP
- E. SIP

Answer: A,B,D

Explanation:

Explanation

TCP, TLS, and UDP are the protocols that can be selected when creating an external trunk. An external trunk is a connection between Genesys Cloud CX and an external telephony provider, such as a carrier or a PBX.

The protocol determines how the SIP messages are transported between Genesys Cloud CX and the external provider. UDP is the most common protocol for SIP trunks, but TCP and TLS can also be used for more reliable or secure communication. References:

<https://help.mypurecloud.com/articles/external-trunk-settings/>

<https://doc.didww.com/integrations/genesys/index.html>

NEW QUESTION # 49

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