

Hot Exam GCP-GCX Study Solutions | Well-Prepared GCP-GCX New APP Simulations: Genesys Cloud CX Certified Professional - Consolidated Exam



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Genesys GCP-GCX certification is a valuable asset for professionals who want to advance their careers in the IT industry. Genesys Cloud CX Certified Professional - Consolidated Exam certification offers a comprehensive understanding of Genesys Cloud CX solutions, which are in high demand in the market. Genesys Cloud CX Certified Professional - Consolidated Exam certification also demonstrates the ability to implement and configure these solutions, which is a critical skill in the IT industry.

The GCP-GCX Exam is a comprehensive exam that covers all aspects of Genesys Cloud CX. GCP-GCX Exam is designed to test individuals on their knowledge of the platform, as well as their ability to apply that knowledge in practical scenarios. The GCP-GCX Exam is an important certification for professionals who work with Genesys Cloud CX and is highly valued by employers. By passing the GCP-GCX Exam, professionals can demonstrate their proficiency in Genesys Cloud CX and open up new career opportunities in the field.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q81-Q86):

NEW QUESTION # 81

Bullseye routing method relaxes the required skills as the selection pool expands from one ring to the next.

What is the maximum number of rings that can be defined for Bullseye routing?

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

Answer: A

Explanation:

The maximum number of rings that can be defined for Bullseye routing is 6. Bullseye routing is a type of AND Evaluation Method that evaluates agents based on predefined rings of skill requirements that relax as the selection pool expands from one ring to the next. Each ring can have one or more required skills and a minimum proficiency level for each skill. The first ring has the strictest skill requirements and the last ring has the loosest skill requirements. Reference: <https://help.mypurecloud.com/articles/bullseye-routing/>

NEW QUESTION # 82

Number plan determines how many and which digits are necessary for call routing.

- A. True
- B. False

Answer: A

Explanation:

Number plan determines how many and which digits are necessary for call routing is a true statement. A number plan is a telecommunication scheme that assigns telephone numbers to subscribers and telephony endpoints in Genesys Cloud CX. A number plan can also define various aspects of call routing, such as:

How many digits are required to dial a destination number

Which digits are used to identify a country code, area code, or extension Which digits are used to access an outside line or an operator Which digits are used to indicate an emergency number or a special service A number plan can be added or modified based on the organizational requirements in Genesys Cloud CX. A number plan can also be tested with the call simulator tool in Genesys Cloud CX. Reference: <https://help.mypurecloud.com/articles/number-plan-information/>

<https://help.mypurecloud.com/articles/add-number-plan/> <https://help.mypurecloud.com/articles/test-destination-phone-numbers-with-the-call-simulator/>

NEW QUESTION # 83

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

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

Answer: A,B

Explanation:

Explanation

User and System are two categories of prompts in Architect. Prompts are containers that hold audio messages and text-to-speech pairings on a per language basis. User prompts are company-specific prompts created by Architect users. System prompts are Architect-provided, generic prompts to indicate numbers, dates, days of the week, months, and so on. References:

<https://help.mypurecloud.com/articles/call-prompts/>

<https://help.mypurecloud.com/articles/user-prompts/>

NEW QUESTION # 84

You have just added a new document to Genesys Cloud CX, and want everyone in the organization to have access to it. What must you do to ensure that users can find the document when needed?

- A. Add a priority of "High" to the document.

- B. Number the document such that it appears on the top of the list.
- C. Ensure that the document name is easy to search for.
- **D. Add meaningful tags to the document.**

Answer: D

Explanation:

Explanation

Adding meaningful tags to the document is what you must do to ensure that users can find the document when needed after you have added a new document to Genesys Cloud CX Collaborate Workspace. Tags are keywords or phrases that describe the content or purpose of a document in Workspace. Tags help users to find documents faster and easier by using filters or search queries based on tags. You can add tags to a document when you create or edit it in Workspace. References:

<https://help.mypurecloud.com/articles/add-tags-to-a-document/>

<https://help.mypurecloud.com/articles/search-for-a-document/>

NEW QUESTION # 85

If you have not configured an email address to report issues to, Genesys Cloud CX:

- A. Automatically creates an email address and routes all such emails to this address.
- B. Does not route the emails to any email address.
- **C. Collects such emails and stores it until an email address to report issues is configured.**
- D. Sends the emails to anyone who has the admin role assigned in your organization.

Answer: C

NEW QUESTION # 86

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