

Pass Guaranteed 2026 Genesys GCP-GCX: Accurate Reliable Genesys Cloud CX Certified Professional - Consolidated Exam Exam Labs



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Genesys Cloud CX platform is a cloud-based solution that offers a comprehensive set of tools for managing customer interactions. The platform provides a range of features including voice, email, chat, and social media interactions. The Genesys GCP-GCX exam covers all aspects of this platform, from configuration and management to troubleshooting and optimization.

Genesys GCP-GCX certification is a consolidated exam that covers a wide range of topics related to the Genesys Cloud CX platform. GCP-GCX exam covers topics such as account setup, routing, reporting, and analytics. GCP-GCX exam is designed to help professionals understand how to use the platform to its full potential, and how to leverage its key features to drive business success.

Genesys GCP-GCX Certification Exam is a challenging and rigorous certification program that requires professionals to demonstrate their knowledge and skills through a series of exams and practical exercises. Genesys Cloud CX Certified Professional - Consolidated Exam certification program includes a variety of training materials, including online courses, study guides, and practice exams. Genesys Cloud CX Certified Professional - Consolidated Exam certification program also includes hands-on experience with the Genesys Cloud CX platform.

>> Reliable GCP-GCX Exam Labs <<

GCP-GCX Valid Exam Duration, GCP-GCX Reliable Learning Materials

We will provide you with three different versions of our GCP-GCX exam questions on our test platform. You have the opportunity to download the three different versions from our test platform. The three different versions of our GCP-GCX Test Torrent include the PDF version, the software version and the online version. The three different versions will offer you same questions and answers, but they have different functions.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q80-Q85):

NEW QUESTION # 80

Which role is automatically assigned to a new user?

- A. User

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

Answer: A

NEW QUESTION # 81

Currently, you manage all agents' schedules using a spreadsheet. This shows when each agent is working, when they are on breaks, and when they have meetings or other events that take them away from the queue. You would like to manage these in an easier and more automated way.

Which Genesys Cloud CX contact center feature can you use to replace and automate the spreadsheet schedule?

- A. Genesys Cloud CX API
- B. Genesys Cloud CX Architect
- **C. Genesys Cloud CX Workforce Management**
- D. Genesys Cloud CX Reporting and Analytics

Answer: C

Explanation:

Genesys Cloud CX Workforce Management is a feature that can replace and automate the spreadsheet schedule. Workforce Management is a system that helps contact center managers and supervisors plan and optimize agent schedules based on various factors, such as forecasted workload, agent availability, skills, preferences, etc. Workforce Management can also track and monitor agent adherence and performance in real time and provide reports and analytics on various metrics. Reference:

<https://help.mypurecloud.com/articles/about-workforce-management/> <https://help.mypurecloud.com/articles/workforce-management-overview/>

NEW QUESTION # 82

_____ binds the numbering plan with the trunk.

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

Answer: B

NEW QUESTION # 83

Select the reasons behind a user not receiving calls through their assigned DID number or extension. (Choose two.)

- A. The DID number and the extension do not have the same last 4 digits.
- B. The DID number and extension are considered the same numbers and entered into the same phone.
- **C. The DID number and extension are not listed in the DID or extension pools.**
- **D. The user does not have the proper license type, roles, and permissions.**

Answer: C,D

Explanation:

The DID number and extension are not listed in the DID or extension pools and the user does not have the proper license type roles and permissions are two reasons behind a user not receiving calls through their assigned DID number or extension in Genesys Cloud CX Telephony Admin menu.

A DID number is a direct inward dialing number that allows callers to reach an individual user directly without going through an operator or IVR menu.

An extension is a short internal number that allows users to reach each other within an organization without dialing a full phone number.

A DID pool is a collection of DID numbers that are available for assignment to users or queues.

An extension pool is a collection of extensions that are available for assignment to users.

To receive calls through their assigned DID number or extension in Genesys Cloud CX Telephony Admin menu , a user needs to

have their DID number and extension listed in the DID pool and extension pool respectively. If their DID number or extension is not listed in the pools, they will not be able to receive calls through them. Additionally, a user needs to have the proper license type, roles, and permissions assigned to their profile to receive calls through their assigned DID number or extension. A license type determines what features and functions a user can access in Genesys Cloud CX. A role determines what actions a user can perform or see in Genesys Cloud CX. A permission determines what specific feature or function a user can access within a role. To receive calls through their assigned DID number or extension, a user needs to have a license type that supports telephony features, such as Communicate, Collaborate, etc. They also need to have roles that allow them to use telephony features, such as Agent, Supervisor, etc. They also need to have permissions that allow them

NEW QUESTION # 84

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

- A. True
- B. False

Answer: A

NEW QUESTION # 85

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You can practice all the difficulties and hurdles which could be faced in an actual Genesys exam. It also assists you in boosting confidence and reducing problem-solving time. The Pass4future designs GCP-GCX desktop-based practice software for desktops, so you can install it from a website and then use it without an internet connection. You only need an internet connection to verify the license of the products. No other plugins are required to employ it.

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