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Our Genesys Cloud CX Certified Professional - Consolidated Exam exam question can make you stand out in the competition. Why is that? The answer is that you get the GCP-GCX certificate. What certificate? Certificates are certifying that you have passed various qualifying examinations. Watch carefully you will find that more and more people are willing to invest time and energy on the GCP-GCX Exam, because the exam is not achieved overnight, so many people are trying to find a suitable way. Fortunately, you have found our GCP-GCX real exam materials, which is best for you.

Genesys GCP-GCX certification exam is a comprehensive test that covers all aspects of Genesys Cloud CX technology. It is designed to assess the candidate's knowledge and skills in the following areas: Genesys Cloud CX architecture, configuration, management, and troubleshooting. GCP-GCX exam is structured in a way that allows candidates to demonstrate their proficiency in each of these areas, ensuring that they have a complete understanding of the technology.

Genesys GCP-GCX exam is a certification program designed for professionals who want to validate their knowledge and expertise in the field of Genesys Cloud CX. GCP-GCX Exam is specifically designed for those who work with Genesys Cloud CX and want to demonstrate their mastery of the platform. Genesys Cloud CX Certified Professional - Consolidated Exam certification program is intended to help professionals enhance their career prospects by providing them with a globally recognized certification that proves their proficiency in the use of Genesys Cloud CX.

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Tips to Crack the Genesys GCP-GCX Exam

You will receive a registration code and download instructions via email. We will be happy to assist you with any questions regarding our products. Our Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) practice exam software helps to prepare applicants to practice time management, problem-solving, and all other tasks on the standardized exam and lets them check their scores. The Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) practice test results help students to evaluate their performance and determine their readiness without difficulty.

Genesys Cloud CX platform is a cloud-based customer experience management solution that offers a wide range of features and capabilities for businesses to manage their customer interactions. The platform enables businesses to provide personalized and efficient customer service across all communication channels, including voice, email, chat, and social media. The GCP-GCX Certification Exam is designed to ensure that professionals have the skills and knowledge required to implement and manage these features effectively.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q38-Q43):

NEW QUESTION # 38

Amelia is changing departments within the organization and has a new manager. Currently, Genesys Cloud CX is not synchronized with the HR systems.

What steps should you take to update her reporting structure in Genesys Cloud CX?

- A. Update her manager and her peers in her profile.
- B. Update her manager in her profile. Genesys Cloud CX will automatically update her place in the hierarchy.
- C. Do nothing. Genesys Cloud CX will update everything automatically.
- D. Update her peers. Genesys Cloud CX will then update her manager automatically.

Answer: A

NEW QUESTION # 39

Which embedded clients does Genesys Cloud CX support? Choose 2 answers

- A. Zendesk
- B. Zoho
- C. Salesforce
- D. Oracle

Answer: A,C

Explanation:

Genesys Cloud CX supports integration with various CRM systems to enhance customer interactions by providing agents with comprehensive customer information directly within their workspace. Among the available integrations, Salesforce and Zendesk are notable for their seamless integration capabilities with Genesys Cloud CX, allowing agents to access customer data, log interactions, and manage customer relationships efficiently within the embedded clients. This integration facilitates improved customer service and personalized interactions by leveraging the rich functionalities of Salesforce and Zendesk within the Genesys Cloud environment.

NEW QUESTION # 40

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

Answer: B

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 # 41

Which view helps supervisors analyze performance issues with a specific skill in one or more queues?

- A. Queues Activity
- B. Agents
- **C. Skills Performance**
- D. Interactions

Answer: C

Explanation:

Reference:

The Skills Performance view helps supervisors analyze performance issues with a specific skill in one or more queues. It shows metrics such as service level, average speed of answer, average handle time, and abandonment rate for each skill. Supervisors can use this view to identify skills that need more training or staffing. Reference: <https://help.mypurecloud.com/articles/skills-performance-view/>

NEW QUESTION # 42

Where are Genesys Cloud CX call recordings stored by default?

- **A. Cloud**
- B. Web Service
- C. Edges
- D. AWS Cloud

Answer: A

NEW QUESTION # 43

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