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good job, there is important to get the GCP-GCX certification as you can. Our product is elaborately composed with major questions and answers. We are choosing the key from past materials to finish our GCP-GCX Guide question. It only takes you 20 hours to 30 hours to do the practice. After your effective practice, you can master the examination point from the GCP-GCX test question. Then, you will have enough confidence to pass it.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q100-Q105):

NEW QUESTION # 100

Which one of the following Genesys Cloud CX configuration options provides a way to ensure that phones of a specific make and model are all deployed with the same settings?

- A. Default Station Configuration
- B. Base Settings
- C. Managed IP Phones
- **D. IP Phone Templates**

Answer: D

Explanation:

IP Phone Templates in Genesys Cloud CX provide a standardized way to configure and deploy phones of a specific make and model with the same settings across the organization. This feature ensures consistency and efficiency in phone deployment, reducing the complexity of individually configuring each phone and ensuring that all necessary settings are uniformly applied.

NEW QUESTION # 101

Which of the following Edge features provides client and server-side call matching?

- **A. Call broker**
- B. SIP proxy
- C. Media server
- D. SIP gateway

Answer: A

Explanation:

Explanation

Call broker is the Edge feature that provides client and server-side call matching. Call broker is a service that runs on the Edge device and manages call control and signaling for inbound and outbound calls. Call broker matches incoming calls with outgoing calls based on various criteria, such as caller ID, DNIS, ANI, etc.

References: <https://help.mypurecloud.com/articles/edge-device-overview/>

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

NEW QUESTION # 102

What are the two methods to create a conference call in Genesys Cloud CX? (Choose two.)

- **A. With multiple active calls, click and drag an unselected call onto the previously selected call details.**
- **B. Have all attendees call you. When all calls are active, click the Start Conference button.**
- C. Click the Calls icon, expand the Dialpad, then enter the names or phone numbers of the attendees in the search area and click Start Conference.
- D. Click the Conference button in Genesys Cloud CX directory, and then enter the names or phone numbers of the attendees.

Answer: A,B

Explanation:

Reference:

There are two methods to create a conference call in Genesys Cloud CX:

With multiple active calls, click and drag an unselected call onto the previously selected call details.

Have all attendees call you. When all calls are active, click the Start Conference button.

These methods allow you to create a conference call with up to six participants (including yourself). You can also use other features during a conference call, such as mute, hold, transfer, etc. Reference: <https://help.mypurecloud.com/articles/create-a-conference-call/>
<https://help.mypurecloud.com/articles/conference-call-controls/>

NEW QUESTION # 103

WebRTC phones require all hardware and software to be properly installed.

- A. False
- B. True

Answer: A

Explanation:

Explanation

WebRTC phones require all hardware and software to be properly installed is a false statement. WebRTC phones are phones that use WebRTC technology to enable voice communication over the internet or other networks using a web browser. WebRTC phones do not require any hardware or software installation on the PC or device. WebRTC phones run right from the browser and use the built-in microphone and speaker of the PC or device. WebRTC phones can also work with headsets that have built-in call controls.

Genesys Cloud CX supports WebRTC technology with the Genesys Cloud CX WebRTC phone. The Genesys Cloud CX WebRTC phone is a phone that runs right from your browser and allows you to make and receive calls in Genesys Cloud CX. The Genesys Cloud CX WebRTC phone does not require any hardware or software installation on your PC or device. The Genesys Cloud CX WebRTC phone uses the built-in microphone and speaker of your PC or device. The Genesys Cloud CX WebRTC phone can also work with headsets that have built-in call controls. References:

<https://help.mypurecloud.com/articles/about-genesys-cloud-webrtc-phones/>

<https://help.mypurecloud.com/articles/requirements-for-webrtc-phones/>

NEW QUESTION # 104

The Utilization feature of Genesys Cloud CX allows administrators to configure: (Choose two.)

- A. The after call work time for each media type.
- B. Media types that can interrupt current interactions that an agent is handling.
- C. Time that an agent may spend on each media type.
- D. The maximum capacity that an agent may handle simultaneously for each supported media type.

Answer: B,D

NEW QUESTION # 105

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