

Genesys GCP-GCX Simulated Test & Prep GCP-GCX Guide



When applying network configuration for Genesys Cloud CX, what is the correct configuration for establishing a direct network connection between two Genesys Cloud CX data centers?

- Using a VPN connection
- Utilizing a dedicated MPLS connection
- ✓ *Establishing a direct ExpressRoute connection*
- Creating a public internet connection

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q34-Q39):

NEW QUESTION # 34

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

- A. False
- B. True

Answer: A

Explanation:

You cannot allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization is a false statement. You can allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization by using feedback email groups in Genesys Cloud CX Collaborate Content Management. Feedback email groups are groups of email addresses that receive feedback messages from users who view content items in Content Management. Content items are files or links that contain information or resources related to various topics or categories in Content Management. You can create feedback email groups and assign them to content items or categories based on your needs. Reference: <https://help.mypurecloud.com/articles/content-management-overview/> <https://help.mypurecloud.com/articles/create-a-feedback-email-group/> <https://help.mypurecloud.com/articles/assign-a-feedback-email-group-to-a-content-item-or-category/>

NEW QUESTION # 35

What is the distinguishing feature between queues and groups?

- A. Queues can have agents as members, while groups cannot.
- B. Unlike groups, queues allow for more complex scenarios like skill-based routing.
- C. Both queues and groups have the same ACD capabilities.
- D. Queues can be used in Architect flows, while groups cannot.

Answer: B

Explanation:

Explanation

Queues and groups are both used to organize users within Genesys Cloud CX, but they have different purposes and capabilities. Queues are used to route interactions to agents based on various criteria, such as skills, availability, utilization, etc. Queues can also be used in Architect flows to define routing logic and actions for different types of interactions. Groups are used to manage users and their permissions, such as roles, divisions, etc. Groups cannot be used for routing interactions or in Architect flows. References: <https://help.mypurecloud.com/articles/about-queues/> <https://help.mypurecloud.com/articles/about-groups/>

NEW QUESTION # 36

Which of the following statements are true? (Choose three.)

- A. An Abandon is an interaction that disconnects before an agent handles it.
- B. A queue report only counts interactions handled by an agent.
- C. Each report contains a predefined set of metrics.
- D. Reports once created cannot be configured.
- E. An agent-based report counts any interactions an agent worked with.

Answer: A,C,E

NEW QUESTION # 37

Which of the following statements are true regarding the Genesys Cloud CX Edge appliance? (Choose three.)

- A. It provides for the integration of Active Directory, SharePoint, and other third-party data.
- B. It operates as a provisioning server, media server, SIP proxy, and SIP gateway.
- C. It manages connections between your phones, SIP trunks, telephony gateways, Genesys Cloud CX, and third-party systems.
- D. It manages the Genesys Cloud CX platform services.
- E. It provides core telephony services.

Answer: B,C,E

NEW QUESTION # 38

What is the maximum tile size that can be uploaded onto Genesys Cloud CX's Workspace?

- A. 100 MB
- B. No limit
- **C. 2 GB**
- D. 10 MB

Answer: C

NEW QUESTION # 39

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