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Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is a comprehensive certification program designed to test and validate the skills and knowledge of professionals in the field of customer experience management. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam focuses on the use of the Genesys Cloud CX platform, which is a cloud-based customer experience management solution that enables businesses to deliver exceptional customer experiences across all channels and touchpoints.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q60-Q65):

NEW QUESTION # 60

Which of the following routes interactions based on an algorithm that determines the best available agent for the interaction?

- **A. Automatic Call Distribution**
- B. Emergency Groups
- C. Scheduling
- D. Architect

Answer: A

Explanation:

Explanation

Automatic Call Distribution (ACD) is the feature that routes interactions based on an algorithm that determines the best available agent for the interaction. ACD is a system that distributes incoming calls (or other types of interactions) to agents or queues based on various criteria, such as agent skills, availability, priority, etc. ACD uses an algorithm that evaluates these criteria and assigns each interaction to the most appropriate agent or queue. References:

<https://help.mypurecloud.com/glossary/automatic-call-distribution-acd/>

<https://help.mypurecloud.com/articles/about-acd/>

NEW QUESTION # 61

Which Genesys Cloud CX feature helps reduce wait time for each call?

- **A. Automatic Call Distribution**
- B. IVR
- C. Skill-based Routing
- D. Workforce Management

Answer: A

NEW QUESTION # 62

In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by:

- **A. Creating a number-plan to identify premium-rate numbers.**
- B. Configuring trunks to identify premium-rate numbers.
- C. Manually training users to prevent calling premium-rate numbers.
- D. Specifying the premium-rate numbers you would like to restrict access to, while subscribing to Genesys Cloud CX.

Answer: A

Explanation:

In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by creating a number-plan to identify premium-rate numbers. A number-plan is a set of rules that define how outbound calls are dialed based on various criteria, such as country code, area code, prefix, etc. You can create a number-plan that blocks outbound calls to U.S. premium-rate numbers by specifying their prefixes (such as 900) in the number-plan rules. Reference: <https://help.mypurecloud.com/articles/about-number-plans/> <https://help.mypurecloud.com/articles/create-a-number-plan/>

NEW QUESTION # 63

From the Interactions View, it is possible to access the details of only Inbound interactions.

- A. False
- **B. True**

Answer: B

NEW QUESTION # 64

Which of the following operating systems are supported by Genesys Cloud CX mobile applications? (Choose two.)

- **A. Android**
- **B. iOS**
- C. Windows 10 Mobile
- D. Harmony OS

Answer: A,B

Explanation:

iOS and Android are two operating systems that are supported by Genesys Cloud CX mobile applications. Genesys Cloud CX mobile applications are apps that allow users to access various features and functions of Genesys Cloud CX on their mobile devices, such as smartphones or tablets. Genesys Cloud CX mobile applications are available for iOS and Android devices and can be downloaded from the App Store or Google Play Store respectively. Genesys Cloud CX mobile applications enable users to communicate and collaborate with other users, manage their status and availability, view their performance metrics and notifications, and more. Reference: <https://help.mypurecloud.com/articles/about-genesys-cloud-mobile-apps/>
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NEW QUESTION # 65

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