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Genesys GCP-GCX Exam is an industry-recognized certification that demonstrates a candidate's proficiency in the Genesys Cloud CX platform. Genesys Cloud CX Certified Professional - Consolidated Exam certification is highly regarded by employers and can help individuals advance their careers in the contact center industry. Additionally, the certification is a valuable asset for organizations that use the Genesys Cloud CX platform, as it ensures that their employees have the necessary knowledge and skills to effectively utilize the platform.

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Genesys GCP-GCX certification exam is one of the most prestigious and sought-after certifications in the field of customer experience. Genesys Cloud CX Certified Professional - Consolidated Exam certification is designed to validate a candidate's knowledge, skills, and expertise in the Genesys Cloud CX platform, which is a leading customer experience platform used by businesses of all sizes across the globe. The GCP-GCX Certification is a comprehensive exam that covers all aspects of the Genesys Cloud CX platform, including its architecture, features, and functionalities.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q14-Q19):

NEW QUESTION # 14
Files uploaded to the workspace can be shared with non-members of the Genesys Cloud CX organization.

- A. True

- B. False

Answer: A

NEW QUESTION # 15
What are the two methods to create a conference call in Genesys Cloud CX? (Choose two.)

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

Answer: B,D

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 # 16
Which Genesys Cloud CX feature helps reduce wait time for each call?

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

Answer: C

Explanation:
Explanation
IVR (Interactive Voice Response) is a feature that helps reduce wait time for each call. IVR is a system that allows callers to interact with an automated menu using voice commands or touch-tone keypad inputs. IVR can provide callers with information, options, or self-service functions without requiring an agent's assistance.
This way, IVR can reduce the number of calls that need to be transferred to agents and shorten the wait time for callers who need agent support. References:
https://help.mypurecloud.com/glossary/interactive-voice-response-ivr/
https://help.mypurecloud.com/articles/about-architect/

NEW QUESTION # 17
Eva, a contact center supervisor, wants to determine agent performance issues with interactions that set a specific wrap-up code in one or multiple queues.
Which of the following views can help Eva identify such issues?

- A. Agents Evaluation Detail
- B. Agents Schedule Detail
- C. Agents Interactions Detail
- D. Agents Wrap-Up Interval Detail

Answer: C

NEW QUESTION # 18

Which architectural approach is used to develop a single application as a suite of small services?

- A. Single Core Architecture
- B. Genesys Cloud CX Salesforce Architecture
- C. Monolithic Architecture
- D. Microservices Architecture

Answer: D

NEW QUESTION # 19

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