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Genesys GCP-GCX Certification is recognized by organizations worldwide. Employers value this certification as it demonstrates the candidate's ability to implement and configure Genesys Cloud CX solutions. Genesys Cloud CX Certified Professional - Consolidated Exam certification also shows that the candidate has a comprehensive understanding of customer experience management, which is a critical skill in today's competitive market.

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## Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q47-Q52):

### NEW QUESTION # 47

Which Genesys Cloud CX feature presents caller info to an agent and allows the user to update or collect the information?

- A. IVR prompts

- B. Dialog boxes
- C. Toast pop-ups
- D. Scripts

**Answer: B**

#### NEW QUESTION # 48

Genesys Cloud CX supports embedded clients for Salesforce and Zendesk.

- A. False
- B. True

**Answer: B**

#### NEW QUESTION # 49

Which feature enables a voice interaction to interrupt an email interaction?

- A. Utilization
- B. Emergency Routing
- C. ACD Skills
- D. Scripts

**Answer: A**

Explanation:

Explanation

Utilization is a feature that enables a voice interaction to interrupt an email interaction when the voice interaction has a higher priority than the email interaction. Utilization is a percentage that indicates how much of an agent's time is spent on handling interactions.

When an agent is handling an email interaction, their utilization is lower than when they are handling a voice interaction. Therefore, if a voice interaction arrives in the queue and there are no other available agents, the voice interaction can interrupt the email interaction and be routed to the agent with the lowest utilization. References:

<https://help.mypurecloud.com/articles/utilization/>

<https://help.mypurecloud.com/articles/understand-how-email-interactions-work/>

#### NEW QUESTION # 50

While Alex is monitoring queue reports, Sam deletes an inactive agent from the queue.

Will this affect the metrics that Alex is monitoring?

- A. Yes
- B. No

**Answer: B**

#### NEW QUESTION # 51

Which of following file formats are available to export a report? (Choose three.)

- A. .txt
- B. .xlsx
- C. .pdf
- D. .doc
- E. .docx
- F. .xls

**Answer: C,D,F**

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