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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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## GCP-GCX Dumps - Genesys Cloud CX Certified Professional - Consolidated Exam Exam Questions [2026]

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## Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q133-Q138):

### NEW QUESTION # 133

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

- **A. Scripts**
- B. Toast pop-ups
- C. Dialog boxes
- D. IVR prompts

**Answer: A**

Explanation:

Explanation

Scripts are Genesys Cloud CX features that present caller info to an agent and allow the user to update or collect the information. Scripts are predefined sets of questions or instructions that guide agents through interactions with customers. Scripts can display customer information from various sources, such as data actions or data dips, and allow agents to enter or update information during or after an interaction. References:

<https://help.mypurecloud.com/glossary/script/> <https://help.mypurecloud.com/articles/about-scripts/>

#### **NEW QUESTION # 134**

Which of the following statements about WebRTC phones is incorrect?

- A. It is assigned to a specific user and only that user has permission to use the phone.
- B. A WebRTC phone has no additional hardware or software requirements, apart from a supported browser.
- C. Genesys Cloud CX WebRTC phone runs in the browser.
- **D. A WebRTC phone can be used even when disconnected from the Cloud.**

**Answer: D**

#### **NEW QUESTION # 135**

Which feature requires at least one single sign-on (SSO) integration to be configured before allowing a user to login to Genesys Cloud CX?

- A. Password Expiration
- B. Disable Location Detection
- **C. Open Admission**
- D. Disable Genesys Cloud CX Login

**Answer: C**

#### **NEW QUESTION # 136**

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

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

**Answer: A,C,E**

#### **NEW QUESTION # 137**

Select all the question types available while creating an Evaluation Form. (Choose three.)

- **A. Yes/No**
- **B. Multiple Choice**
- C. Multiple Response
- D. Fill in the blank
- **E. Range**

**Answer: A,B,E**

Explanation:

Multiple Choice, Yes/No, and Range are three question types available while creating an Evaluation Form in Genesys Cloud CX

