

Exam Genesys GCP-GCX Questions Fee - GCP-GCX Practice Test

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q100-Q105):

NEW QUESTION # 100

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

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

Answer: C

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 # 101

If you have not configured an email address to report issues to, Genesys Cloud CX:

- A. Does not route the emails to any email address.
- B. Collects such emails and stores it until an email address to report issues is configured.
- C. Automatically creates an email address and routes all such emails to this address.
- D. Sends the emails to anyone who has the admin role assigned in your organization.

Answer: B

NEW QUESTION # 102

binds the numbering plan with the trunk.

- A. Edge
- B. Edge Group
- C. Inbound route
- D. Outbound route

Answer: D

Explanation:

Explanation

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Genesys GCP-GCX Certification Exam is an excellent opportunity for professionals who want to demonstrate their proficiency in managing Genesys Cloud CX and provide top-notch customer service to their clients. By passing GCP-GCX exam, individuals can advance their career in the contact center industry and become more valuable to their organization. With the help of various resources provided by Genesys, individuals can prepare for the exam and gain the necessary skills and knowledge to become certified professionals.

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GCP-GCX Practice Test - Exam GCP-GCX Reference

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version of GCP-GCX training materials is convenient for you to print, the software version can provide practice test for you and the online version of our GCP-GCX Study Materials is for you to read anywhere at any time. If you are hesitating about which version should you choose, you can download our GCP-GCX free demo first to get a firsthand experience before you make any decision.

To pass the Genesys GCP-GCX certification exam, candidates must demonstrate a deep understanding of the Genesys Cloud CX platform and the best practices for using it to support customer interactions. GCP-GCX exam consists of multiple-choice questions and is timed, with a total of 65 questions to be answered in 90 minutes. GCP-GCX Exam is available in multiple languages, including English, French, German, Japanese, and Spanish.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q38-Q43):

NEW QUESTION # 38

If the issue reporting email address is not set up in the Genesys Cloud CX system, any employee with an administrative role within the organization will receive the email.

- A. True
- B. False

Answer: A

NEW QUESTION # 39

When creating an external trunk, which of the following protocol(s) can be selected? (Choose three.)

- A. UDP
- B. The default protocol
- C. SIP
- D. TLS
- E. TCP

Answer: A,D,E

NEW QUESTION # 40

To assign extensions to users, you must first _____.

- A. Assign the extension to the user's phone.
- B. Create a pool of extensions.
- C. Add the extension to the dial plan.
- D. Buy the extension number from the carrier.

Answer: B

Explanation:

To assign extensions to users, you must first create a pool of extensions. Extensions are numbers that identify users within your phone system. You can create a pool of extensions by specifying a range of numbers that are available for assignment. You can then assign extensions to users individually or in bulk from the Users page in Genesys Cloud CX Admin. Reference:

<https://help.mypurecloud.com/articles/create-a-pool-of-extensions/> <https://help.mypurecloud.com/articles/assign-extensions-to-users/>

NEW QUESTION # 41

WebRTC phones require all hardware and software to be properly installed.

- A. False
- B. True

Answer: A

Explanation:

WebRTC phones require all hardware and software to be properly installed is a false statement. WebRTC phones are phones that

use WebRTC technology to enable voice communication over the internet or other networks using a web browser. WebRTC phones do not require any hardware or software installation on the PC or device. WebRTC phones run right from the browser and use the built-in microphone and speaker of the PC or device. WebRTC phones can also work with headsets that have built-in call controls.

Genesys Cloud CX supports WebRTC technology with the Genesys Cloud CX WebRTC phone. The Genesys Cloud CX WebRTC phone is a phone that runs right from your browser and allows you to make and receive calls in Genesys Cloud CX. The Genesys Cloud CX WebRTC phone does not require any hardware or software installation on your PC or device. The Genesys Cloud CX WebRTC phone uses the built-in microphone and speaker of your PC or device. The Genesys Cloud CX WebRTC phone can also work with headsets that have built-in call controls. Reference: <https://help.mypurecloud.com/articles/about-genesys-cloud-webrtc-phones/> <https://help.mypurecloud.com/articles/requirements-for-webrtc-phones/>

NEW QUESTION # 42

Genesys Cloud CX tracks metric statistics in _____ minute intervals.

- A. 0
- B. 1
- C. 2
- D. 3

Answer: D

NEW QUESTION # 43

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