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Genesys GCP-GCX certification exam is a comprehensive test of a candidate's skills and knowledge in the field of customer experience management using the Genesys Cloud CX platform. Genesys Cloud CX Certified Professional - Consolidated Exam certification is designed for professionals who want to demonstrate their expertise in deploying, configuring, and managing Genesys Cloud CX solutions. Passing the GCP-GCX Exam and obtaining the certification can help professionals advance their careers in the field of customer experience management and demonstrate their commitment to staying up-to-date with the latest technology and best practices.

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### Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q126-Q131):

#### NEW QUESTION # 126

User Status Detail report includes specifics about queue activity such as interacting, idle, and not responding.

- A. False
- B. True

**Answer: A**

Explanation:

The User Status Detail report does not include specifics about queue activity such as interacting, idle, and not responding. The User Status Detail report shows various metrics related to user status and availability, such as on queue time, off queue time, break time, login/logout details, etc. To view specifics about queue activity for users or agents, you can use other reports such as Queue Activity Export Report or Queue Performance Summary Report. Reference: <https://help.mypurecloud.com/articles/user-status-detail-report/> <https://help.mypurecloud.com/articles/queue-activity-export-report/> <https://help.mypurecloud.com/articles/queue-performance-summary-report/>

#### **NEW QUESTION # 127**

Which of the following items need to be configured for an outbound campaign? (Choose three.)

- **A. Campaigns**
- B. Evaluation Forms
- **C. Contact Lists**
- D. Agents
- **E. Dialing Modes**

**Answer: A,C,E**

Explanation:

Contact lists, campaigns, and dialing modes are three items that need to be configured for an outbound campaign in Genesys Cloud CX. An outbound campaign is a process that initiates outbound interactions to a list of contacts based on various settings and rules.

To create an outbound campaign, you need to configure the following items:

Contact lists are files that contain information about the contacts that you want to reach with your outbound campaign, such as name, phone number, email address, etc.

Campaigns are entities that define various aspects of your outbound campaign, such as dialing mode, schedule, retry options, etc.

Dialing modes are methods that determine how Genesys Cloud CX places outbound calls to contacts based on various factors, such as agent availability, contact priority, dialing rate, etc.

Some other items that need to be configured for an outbound campaign are scripts, flows, queues, etc. Reference:

<https://help.mypurecloud.com/articles/about-outbound-campaigns/> <https://help.mypurecloud.com/articles/create-a-contact-list/> <https://help.mypurecloud.com/articles/create-a-campaign/> <https://help.mypurecloud.com/articles/dialing-modes-overview/>

#### **NEW QUESTION # 128**

Why are Divisions important in an organization?

- A. Divisions allow the organization to control which roles can be assigned to users.
- B. Divisions define which users can be assigned to queues.
- C. Divisions are used to divide interactions equally between 2 or more queues.
- **D. Divisions allow grouping and segregation of objects while keeping them inside the same organization.**

**Answer: D**

#### **NEW QUESTION # 129**

Which of the following items need to be configured for an outbound campaign? (Choose three.)

- **A. Campaigns**
- B. Evaluation Forms
- **C. Contact Lists**
- D. Agents
- **E. Dialing Modes**

**Answer: A,C,E**

Explanation:

Explanation

Contact lists, campaigns, and dialing modes are three items that need to be configured for an outbound campaign in Genesys Cloud

CX. An outbound campaign is a process that initiates outbound interactions to a list of contacts based on various settings and rules. To create an outbound campaign, you need to configure the following items:

- \* Contact lists are files that contain information about the contacts that you want to reach with your outbound campaign, such as name, phone number, email address, etc.
- \* Campaigns are entities that define various aspects of your outbound campaign, such as dialing mode, schedule, retry options, etc.
- \* Dialing modes are methods that determine how Genesys Cloud CX places outbound calls to contacts based on various factors, such as agent availability, contact priority, dialing rate, etc.

Some other items that need to be configured for an outbound campaign are scripts, flows, queues, etc.

References: <https://help.mypurecloud.com/articles/about-outbound-campaigns/>

<https://help.mypurecloud.com/articles/create-a-contact-list/>

<https://help.mypurecloud.com/articles/create-a-campaign/>

<https://help.mypurecloud.com/articles/dialing-modes-overview/>

### NEW QUESTION # 130

You can use Regular Expressions to create Number Plans

- A. True
- B. False

**Answer: A**

Explanation:

Genesys Cloud CX allows for the use of Regular Expressions in the creation of Number Plans. This capability provides a powerful and flexible way to define and manage dialing patterns and rules within the system, enabling complex call routing strategies and ensuring that calls are handled in the most efficient manner possible.

### NEW QUESTION # 131

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