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Certification as a Genesys Cloud CX Certified Professional-Consolidated demonstrates to employers and clients that an individual has the necessary expertise to manage and administer the Genesys Cloud CX platform effectively. It also shows a commitment to ongoing professional development and keeping up-to-date with the latest industry trends and best practices. In addition, certified professionals may be eligible for higher salaries and more advanced job opportunities.

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2026 GCP-GCX: Fantastic Genesys Cloud CX Certified Professional - Consolidated Exam Dumps Questions

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Genesys GCP-GCX Certification Exam is a valuable credential for professionals who work with Genesys Cloud CX. It demonstrates their expertise in the field and validates their skills and knowledge. Genesys Cloud CX Certified Professional - Consolidated Exam certification also provides a competitive advantage in the job market, as employers recognize the value of certified professionals who can design and implement effective customer experience solutions. Overall, the Genesys GCP-GCX Certification Exam is a great way to enhance one's career in the field of customer experience management.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q143-Q148):

NEW QUESTION # 143

_____ binds the numbering plan with the trunk.

- A. Outbound route
- B. Edge

- C. Edge Group
- D. Inbound route

Answer: A

Explanation:

Outbound route is what binds the numbering plan with the trunk in Genesys Cloud CX Telephony Admin menu. An outbound route is a logical connection that allows voice communication from Genesys Cloud CX to an external system or network using a trunk. An outbound route can have various options configured to define its behavior and performance, such as:

Numbering plan

Trunk

Classification

Priority

An outbound route binds the numbering plan with the trunk by specifying which numbering plan and which trunk to use for outgoing calls based on the classification of the destination number. An outbound route can also specify the priority of the trunk to use when multiple trunks are available for the same classification. Reference: <https://help.mypurecloud.com/glossary/outbound-route/>

<https://help.mypurecloud.com/articles/add-an-outbound-route/>

NEW QUESTION # 144

Which of the following types of interactions can be configured for Recording Policies?

- A. Chat
- B. Call
- C. All of the above
- D. Message
- E. Email

Answer: C

Explanation:

Reference:

All types of interactions (Call, Chat, Email, Message) can be configured for Recording Policies. Recording Policies allow administrators to define when and how interactions are recorded based on various criteria, such as queue membership, direction (inbound or outbound), media type (voice or screen), etc. Reference: <https://help.mypurecloud.com/articles/about-recording-policies/> <https://help.mypurecloud.com/articles/create-a-recording-policy/>

NEW QUESTION # 145

Which of the following statements is NOT true regarding Management Units?

- A. Management Units partition agents and interactions into logical groups.
- B. A maximum of 100 agents can be added to a single Management Unit.
- C. Agents that handle the same set of interactions should belong to the same management unit.
- D. They help you create, manage, and view schedules for a group.

Answer: B

Explanation:

A maximum of 100 agents can be added to a single Management Unit is not a true statement regarding Management Units in Genesys Cloud CX Workforce Management. A Management Unit is a logical grouping of agents who handle similar types of interactions in Workforce Management. A Management Unit can have various settings configured to define its behavior and performance, such as time zone, service level target, shrinkage percentage, etc. There is no limit on the number of agents that can be added to a single Management Unit. Reference: <https://help.mypurecloud.com/glossary/management-unit/> <https://help.mypurecloud.com/articles/create-a-management-unit/>

NEW QUESTION # 146

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

- A. Monolithic Architecture

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

Answer: B

Explanation:

Explanation

Microservices Architecture is an architectural approach that is used to develop a single application as a suite of small services.

Microservices Architecture is a design pattern that breaks down an application into independent components or modules that communicate with each other through well-defined interfaces or APIs.

Microservices Architecture enables faster development, deployment, scaling, testing, and maintenance of applications by allowing each service to run in its own process and be managed by a small team. References:

<https://www.genesys.com/glossary/microservices-architecture> <https://www.genesys.com/en-gb/platform/cloud>

NEW QUESTION # 147

Which view displays current metrics and information about queues if you have a membership?

- A. Queues Performance
- B. Queues Activity
- C. Queues
- **D. My Queues Activity**

Answer: D

Explanation:

Reference:

My Queues Activity is a view that displays current metrics and information about the queues you are a member of, such as the number of waiting interactions, the number of current interactions, and the number of agents on queue. You can access this view by clicking Performance > Workspace > My Queues Activity. You can customize this view with filters and column controls to show only certain data. Reference: <https://help.mypurecloud.com/articles/my-queues-activity-view/>

<https://help.mypurecloud.com/articles/customize-views/>

NEW QUESTION # 148

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