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Genesys GCP-GCX Certification Exam is designed to validate the skills and knowledge of professionals in the field of Genesys Cloud CX. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam is intended for individuals who want to demonstrate their expertise in the implementation and management of Genesys Cloud CX solutions. GCP-GCX exam covers a wide range of topics, including architecture and design, configuration and customization, integration and deployment, troubleshooting and maintenance, and best practices for managing Genesys Cloud CX environments. By passing GCP-GCX exam, candidates can demonstrate their proficiency in Genesys Cloud CX and enhance their career opportunities in this field.

Genesys GCP-GCX certification is a professional certification for individuals who want to demonstrate their knowledge and expertise in Genesys Cloud CX. Genesys Cloud CX is a cloud-based customer experience platform that helps businesses engage with their customers across multiple channels, including voice, email, chat, and social media. It is designed to deliver exceptional customer experiences, improve agent productivity, and increase business efficiency.

Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Exam is a certification exam designed to test the knowledge and skills of professionals who work with the Genesys Cloud CX platform. This platform is a cloud-based software solution that provides contact center services to businesses of all sizes. The GCP-GCX exam is designed to evaluate an individual's ability to configure, troubleshoot, and manage various aspects of the Genesys Cloud CX platform.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample

Questions (Q27-Q32):

NEW QUESTION # 27

Select the categories of ACD skills that can be added to a user or an interaction. (Choose two.)

- A. Language
- B. Roles
- C. Queue
- D. Skills

Answer: A,D

Explanation:

Explanation

Language and Skills are two categories of ACD skills that can be added to a user or an interaction. ACD skills are used to match agents and interactions based on their abilities and requirements. Language skills indicate the languages that an agent can speak or an interaction needs. Skills indicate the areas of expertise or knowledge that an agent has or an interaction requires. References:

<https://help.mypurecloud.com/articles/about-acd-skills/>

<https://help.mypurecloud.com/articles/add-skills-to-a-user/>

NEW QUESTION # 28

Which of the following is NOT a Genesys Cloud CX Collaborate feature?

- A. Content Management
- B. Text Chat
- C. Video Chat
- D. AI Chat

Answer: A

NEW QUESTION # 29

Genesys Cloud CX recommends that you deploy Edges in an N+1 configuration.

In the event that an active Edge fails or goes offline for routine maintenance, this configuration ensures that you can:

- A. Place ACD and non-ACD calls, but not receive.
- B. Place and receive both ACD and non-ACD calls.
- C. Receive ACD and non-ACD calls, but not place.
- D. Place and receive ACD calls; non-ACD calls can neither be place nor received.

Answer: B

NEW QUESTION # 30

In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by:

- A. Creating a number-plan to identify premium-rate numbers.
- B. Configuring trunks to identify premium-rate numbers.
- C. Specifying the premium-rate numbers you would like to restrict access to, while subscribing to Genesys Cloud CX.
- D. Manually training users to prevent calling premium-rate numbers.

Answer: A

Explanation:

Explanation

In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by creating a number-plan to identify premium-rate numbers. A number-plan is a set of rules that define how outbound calls are dialed based on various criteria, such as country code, area code, prefix, etc. You can create a number-plan that blocks outbound calls to U.S. premium-rate numbers by specifying their prefixes (such as 900) in the number-plan rules. References: <https://help.mypurecloud.com/articles/about-number-plans/>

NEW QUESTION # 31

You must define the phone configuration in Genesys Cloud CX to associate with a physical phone. What binds the phone's settings in Genesys Cloud CX to a physical phone?

- A. Hardware ID (MAC address)
- B. Phone model
- C. Phone name
- D. **Base settings**

Answer: D

Explanation:

The hardware ID (MAC address) is what binds the phone's settings in Genesys Cloud CX to a physical phone. A hardware ID is a unique identifier for each network device, such as a phone. You can define the phone configuration in Genesys Cloud CX by specifying various settings, such as phone name, phone model, base settings, line appearance, etc. However, to associate these settings with a physical phone, you need to enter the hardware ID of the phone in Genesys Cloud CX. Reference:

<https://help.mypurecloud.com/articles/about-phones/> <https://help.mypurecloud.com/articles/add-a-phone/>

NEW QUESTION # 32

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