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Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is a comprehensive and globally recognized certification aimed at testing the proficiency of professionals in Genesys Cloud CX. Genesys Cloud CX Certified Professional - Consolidated Exam certification provides an excellent opportunity for professionals to showcase their skills and knowledge in the customer experience domain and enhance their career prospects. Genesys Cloud CX Certified Professional - Consolidated Exam certification is suitable for professionals working in customer service, contact centers, IT and networking, and project management roles.

Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is a comprehensive certification exam designed for professionals who want to demonstrate their knowledge and skills in using the Genesys Cloud CX platform. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam covers a wide range of topics related to Genesys Cloud CX, including call routing, interaction recording, and chatbot development. GCP-GCX exam is designed to test the candidate's understanding of the platform and their ability to use it effectively to provide excellent customer service.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q92-Q97):

NEW QUESTION # 92

Files uploaded to the workspace can be shared with non-members of the Genesys Cloud CX organization.

- A. True
- B. False

Answer: B

Explanation:

Explanation

Files uploaded to the workspace cannot be shared with non-members of the Genesys Cloud CX organization.

The workspace is a secure place for each group in the organization to upload, organize, and share documents and files. Only members of the group can access the files in the workspace. References:

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

<https://help.mypurecloud.com/articles/add-files-to-a-workspace/>

NEW QUESTION # 93

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

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

Answer: A,C,D

Explanation:

Explanation

TCP, TLS, and UDP are the protocols that can be selected when creating an external trunk. An external trunk is a connection between Genesys Cloud CX and an external telephony provider, such as a carrier or a PBX.

The protocol determines how the SIP messages are transported between Genesys Cloud CX and the external provider. UDP is the most common protocol for SIP trunks, but TCP and TLS can also be used for more reliable or secure communication. References:

<https://help.mypurecloud.com/articles/external-trunk-settings/>

<https://doc.didww.com/integrations/genesys/index.html>

NEW QUESTION # 94

Your customizations in the interaction view remain in effect even if you leave the view and return to it later.

- A. False
- B. True

Answer: B

Explanation:

Explanation

Your customizations in the interaction view remain in effect even if you leave the view and return to it later is a true statement. The interaction view is a view that shows various metrics and details related to interaction performance and activities in Genesys Cloud CX Performance menu. The interaction view can help you measure and improve various aspects of your interaction performance and activities, such as:

* Interaction volume

* Interaction quality

* Interaction outcomes

* Interaction flows

Your customizations in the interaction view remain in effect even if you leave the view and return to it later because:

* You can customize the interaction view by using various filters and columns to show only certain data.

For example, you can choose to show only certain columns or filter to see certain types of interactions.

You can also save your filter and column settings as a saved view to switch quickly between different data of interest in the same view.

* Your customizations remain as you navigate from view to view or leave and return to a view. This means that Genesys Cloud CX remembers your preferences and settings for the interaction view and applies them when you access the view again. This can help you save time and effort when you want to see the same data again.

References: <https://help.mypurecloud.com/articles/interactions-view-overview/>

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

NEW QUESTION # 95

Jenny is monitoring five queues in real-time. She identifies one of the queues' Service Level percentage to be below the threshold level.

Which of the following will help her view specific information about the queue in real-time?

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

Answer: A

Explanation:

Queue Performance is a view that can help Jenny view specific information about a queue in real-time. This view shows various metrics and details related to a queue's performance and service level, such as interactions waiting, interactions interacting, longest waiting time, average speed of answer, etc. Jenny can select a queue from the list and see its current statistics in a graphical or tabular format. Reference: <https://help.mypurecloud.com/articles/queue-performance-view/>
<https://help.mypurecloud.com/articles/select-a-queue/>

NEW QUESTION # 96

If you have not created any additional templates, you will have several default template options when creating a new script. These default templates are: (Choose four.)

- **A. Blank Script**
- **B. Collection Script Template**
- **C. Default Inbound Script**
- **D. Sales Script Template**
- E. Default Outbound Script
- F. Default Callback Script

Answer: A,B,C,D

NEW QUESTION # 97

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