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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 Exam is a comprehensive and challenging certification that requires candidates to have a deep understanding of the Genesys Cloud CX platform. Candidates must have practical experience managing and troubleshooting the platform to be successful in the exam. Genesys Cloud CX Certified Professional - Consolidated Exam certification is an excellent way for professionals to demonstrate their expertise to potential employers and clients.

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CX Certified Professional - Consolidated Exam (GCP-GCX) exam. In the Web-Based Genesys GCP-GCX Practice Exam, the Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) exam dumps given are actual and according to the syllabus of the test. This Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) practice exam is compatible with all operating systems. Likewise, this Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) practice test is browser-based so it needs no special installation to function properly. Firefox, Chrome, IE, Opera, Safari, and all the major browsers support this Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) practice exam.

Genesys Cloud CX platform is a cloud-based customer experience solution that provides businesses with a range of tools and features to enhance customer interactions. The GCP-GCX Certification Exam is designed to test the knowledge and skills required to effectively use and manage this platform. This includes understanding the key features and functionality of the platform, configuring and managing users and groups, and troubleshooting common issues. Genesys Cloud CX Certified Professional - Consolidated Exam certification program also covers advanced topics such as integration with other systems and optimizing the platform for specific business needs.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q27-Q32):

NEW QUESTION # 27

Which user role is required to perform the deployment and installation of the Genesys Cloud CX organization?

- A. employee
- B. Supervisor
- C. User
- D. admin

Answer: D

Explanation:

Explanation

The user role that is required to perform the deployment and installation of the Genesys Cloud CX organization is admin. The admin role grants full access to all features and functions within Genesys Cloud CX, including organization settings, integrations, user management, etc. The admin role is also required to activate licenses and subscriptions for Genesys Cloud CX. References:

<https://help.mypurecloud.com/articles/admin-role/>

<https://help.mypurecloud.com/articles/activate-your-subscription-and-licenses/>

NEW QUESTION # 28

Select the features available in Genesys Cloud CX Architect. (Choose three.)

- A. Play pre-recorded messages
- B. Create skills
- C. Receive and route calls
- D. Configure queues
- E. Convert text to speech

Answer: A,C,E

Explanation:

Explanation

Genesys Cloud CX Architect is a feature that allows administrators to create and manage call flows for inbound and outbound voice interactions. Architect provides various actions and tasks that can be used to define the logic and behavior of call flows. Some of these features are playing pre-recorded messages, converting text to speech, receiving and routing calls, collecting user input, transferring calls, etc. References:

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

<https://help.mypurecloud.com/articles/architect-overview-of-call-flow-actions-and-tasks/>

NEW QUESTION # 29

Which Genesys Cloud CX feature helps reduce wait time for each call?

- A. Workforce Management

- B. IVR
- C. Skill-based Routing
- D. Automatic Call Distribution

Answer: C

NEW QUESTION # 30

Select the categories of Prompts in Architect. (Choose two.)

- A. User
- B. System
- C. Menu
- D. Data

Answer: A,B

Explanation:

Explanation

User and System are two categories of prompts in Architect. Prompts are containers that hold audio messages and text-to-speech pairings on a per language basis. User prompts are company-specific prompts created by Architect users. System prompts are Architect-provided, generic prompts to indicate numbers, dates, days of the week, months, and so on. References:

<https://help.mypurecloud.com/articles/call-prompts/>

<https://help.mypurecloud.com/articles/user-prompts/>

NEW QUESTION # 31

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

- A. True
- B. False

Answer: B

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 # 32

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