

Pass Guaranteed Quiz Marvelous GCP-GCX - New Genesys Cloud CX Certified Professional - Consolidated Exam Exam Guide



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Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is a comprehensive certification exam designed to test the knowledge and expertise of professionals in the field of customer experience management. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam is offered by Genesys, a leading provider of customer experience solutions. The GCP-GCX exam covers a wide range of topics, including customer engagement, contact center operations, analytics, and automation. It is designed to assess the skills and knowledge required to design, implement, and manage customer experience solutions using Genesys Cloud CX.

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.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q44-Q49):

NEW QUESTION # 44

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

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

Answer: A,B

NEW QUESTION # 45

Which of the following components can be added to scripts? (Choose four.)

- A. Checkbox
- B. Call Flow
- C. Image
- D. Text
- E. Web Page

Answer: A,C,D,E

NEW QUESTION # 46

Which of the following statements about WebRTC phones is incorrect?

- A. A WebRTC phone has no additional hardware or software requirements, apart from a supported browser.
- B. Genesys Cloud CX WebRTC phone runs in the browser.
- C. It is assigned to a specific user and only that user has permission to use the phone.
- D. A WebRTC phone can be used even when disconnected from the Cloud.

Answer: D

NEW QUESTION # 47

What is the correct statement about Divisions?

- A. A User can belong to only one Division, but can access as many division as needed.
- B. Users can only access the Division they belong to.
- C. A user can belong to more than one Division
- D. Transactional objects (Interactions) are not division-aware.

Answer: A

Explanation:

In Genesys Cloud CX, Divisions are used to segment and organize resources such as users, queues, and interactions for administrative, routing, and reporting purposes. A user is typically assigned to a single primary Division but can be granted permissions to access resources in multiple Divisions as needed. This structure allows for flexibility in managing access and visibility across different organizational units within the Genesys Cloud environment, ensuring that users have the necessary access to perform their roles effectively while maintaining organizational security and governance.

NEW QUESTION # 48

Which setting allows you create a place for each group in your organization to upload, organize, and share documents and files?

- A. Groups
- B. Workspaces
- C. People
- D. Queues

Answer: B

Explanation:

Workspaces is a setting that allows you create a place for each group in your organization to upload, organize, and share documents and files. Workspaces are secure storage areas that can be accessed only by members of the group. You can create workspaces for different purposes, such as projects, teams, departments, etc. Reference: <https://help.mypurecloud.com/articles/about-workspaces/>
<https://help.mypurecloud.com/articles/create-a-workspace/>

NEW QUESTION # 49

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