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Facing the incoming GCP-GCX exam, you may feel stained and anxious, suspicious whether you could pass the exam smoothly and successfully. Actually, you must not impoverish your ambition. Our suggestions are never boggle at difficulties. It is your right time to make your mark. Preparation of exam without effective materials is just like a soldier without gun. You will be feeling be counteracted the effect of tension for our GCP-GCX practice dumps can relieve you of the anxious feelings.

Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is designed to test the skills and expertise of professionals in the field of customer experience management. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam is ideal for professionals who work with Genesys Cloud CX, a cloud-based customer engagement platform that provides omnichannel customer experiences, along with workforce engagement, analytics, and automation capabilities. The GCP-GCX Certification Exam is a test of knowledge, skills, and abilities that are necessary to work with Genesys Cloud CX.

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Our Genesys Cloud CX Certified Professional - Consolidated Exam torrent prep can apply to any learner whether students or

working staff, novices or practitioners with years of experience. To simplify complex concepts and add examples, simulations, and diagrams to explain anything that might be difficult to understand, studies can easily navigate learning and become the master of learning. Our GCP-GCX exam questions are committed to instill more important information with fewer questions and answers, so you can learn easily and efficiently in this process. In the meantime, our service allows users to use more convenient and more in line with the user's operating habits of GCP-GCX Test Guide, so you will not feel tired and enjoy your study. With timing and practice exam features, studies can experience the atmosphere of the exam and so you can prepare for the next exam better.

The GCP-GCX Exam is divided into multiple sections, each of which focuses on a specific area of the Genesys Cloud CX platform. GCP-GCX exam covers topics such as the Genesys Cloud CX architecture, routing strategies, reporting and analytics, workforce management, and integrations. Candidates will be tested on their ability to configure and manage different components of the platform, troubleshoot issues, and optimize the performance of the Genesys Cloud CX environment.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q18-Q23):

NEW QUESTION # 18

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

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

Answer: A,C,D

NEW QUESTION # 19

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

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

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 # 20

Where can you view agent evaluation scores, evaluation activity, and calibration activity in real-time?

- A. Admin > Quality
- B. Admin > Contact Center
- C. Performance > Overview (Evaluations)
- D. Performance > Workspace > Dashboards

Answer: C

Explanation:

Explanation

Performance > Overview (Evaluations) is where you can view agent evaluation scores, evaluation activity, and calibration activity in

real-time in Genesys Cloud CX Quality Management. Evaluations are assessments of agent interactions based on predefined criteria and scoring methods. Evaluations can help contact center managers and supervisors measure and improve agent performance and quality of service. Performance > Overview (Evaluations) is a dashboard that shows various metrics and details related to evaluations, such as evaluation score distribution, evaluation completion rate, calibration score variance, etc. References:
<https://help.mypurecloud.com/articles/about-evaluations/>
<https://help.mypurecloud.com/articles/evaluations-overview/>

NEW QUESTION # 21

Which of the following statements about WebRTC phones is incorrect?

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

Answer: B

NEW QUESTION # 22

Which of the following is used to design and personalize your own working environment, allowing you to configure and store custom views for future use?

- A. Evaluations
- B. Documents
- **C. Workspaces**
- D. Activity

Answer: C

Explanation:

Workspaces in Genesys Cloud CX are customizable environments that allow users to design and personalize their own working area. Users can configure and store custom views, organize widgets and tools according to their specific job functions, and save these configurations for future use. This feature enhances productivity and efficiency by allowing users to tailor their environment to their workflow and access the information they need more quickly and easily.

NEW QUESTION # 23

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