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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q11-Q16):

NEW QUESTION # 11
Number plan determines how many and which digits are necessary for call routing.

- A. True
- B. False

Answer: A

Explanation:
Explanation
Number plan determines how many and which digits are necessary for call routing is a true statement. A number plan is a telecommunication scheme that assigns telephone numbers to subscribers and telephony endpoints in Genesys Cloud CX. A number plan can also define various aspects of call routing, such as:
* How many digits are required to dial a destination number
* Which digits are used to identify a country code, area code, or extension
* Which digits are used to access an outside line or an operator
* Which digits are used to indicate an emergency number or a special service A number plan can be added or modified based on the organizational requirements in Genesys Cloud CX. A number plan can also be tested with the call simulator tool in Genesys Cloud CX. References:
https://help.mypurecloud.com/articles/number-plan-information/
https://help.mypurecloud.com/articles/add-number-plan/
https://help.mypurecloud.com/articles/test-destination-phone-numbers-with-the-call-simulator/

NEW QUESTION # 12
What is the distinguishing feature between queues and groups?

- A. Queues can be used in Architect flows, while groups cannot.
- B. Unlike groups, queues allow for more complex scenarios like skill-based routing.
- C. Queues can have agents as members, while groups cannot.
- D. Both queues and groups have the same ACD capabilities.

Answer: B

NEW QUESTION # 13
Which of following file formats are available to export a report? (Choose three.)

- A. .pdf
- B. .docx
- C. .txt
- D. .doc
- E. .xls
- F. .xlsx

Answer: A,D,E

NEW QUESTION # 14
The license used by a user is determined by the permissions enabled in the roles assigned to that user.

- A. True

- B. False

Answer: A

NEW QUESTION # 15

Which of the following routes interactions based on an algorithm that determines the best available agent for the interaction?

- **A. Automatic Call Distribution**
- B. Architect
- C. Emergency Groups
- D. Scheduling

Answer: A

Explanation:
Automatic Call Distribution (ACD) is the feature that routes interactions based on an algorithm that determines the best available agent for the interaction. ACD is a system that distributes incoming calls (or other types of interactions) to agents or queues based on various criteria, such as agent skills, availability, priority, etc. ACD uses an algorithm that evaluates these criteria and assigns each interaction to the most appropriate agent or queue. Reference: https://help.mypurecloud.com/glossary/automatic-call-distribution-acd/ https://help.mypurecloud.com/articles/about-acd/

NEW QUESTION # 16

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No matter how much you study, it can be difficult to feel confident going into the Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) exam. However, there are a few things you can do to help ease your anxiety and boost your chances of success. First, make sure you prepare with real Genesys GCP-GCX Exam Dumps. If there are any concepts you're unsure of, take the time to take GCP-GCX Practice Exams until you feel comfortable. Buy Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) preparation material from a trusted company such as CertkingdomPDF. This will ensure you get updated Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) study material to cover everything before the big day.

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