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Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is designed to test the skills and knowledge of professionals who work with the Genesys Cloud CX platform. Genesys Cloud CX Certified Professional - Consolidated Exam certification is ideal for individuals who work in IT, customer service, sales, or any other field that involves using Genesys Cloud CX to support customer interactions. GCP-GCX Exam covers a wide range of topics, including customer service best practices, contact center operations, and Genesys Cloud CX administration.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q115-Q120):

NEW QUESTION # 115

Where can you add preconfigured settings to the phones?

- A. Admin > Telephone > Phone Management > Phones
- B. Admin > Telephone > Phone Management > Base Settings
- C. Admin > Telephone > Phone Management > Calls

Answer: A

NEW QUESTION # 116

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

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

Answer: D

NEW QUESTION # 117

Which report displays the length of each session for one or more agents over a specified period of time?

- A. Agent Activity Summary Report
- B. Agent Metrics Report
- C. Agent Quality Details Report
- D. Agent Login-Logout Details Report

Answer: D

NEW QUESTION # 118

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 # 119

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

Answer: A,B,C,F

Explanation:

Explanation

Blank Script, Default Callback Script, Default Inbound Script, and Default Outbound Script are four default template options when creating a new script if you have not created any additional templates. A template is a reusable script layout that defines the structure and content of a script. You can use templates to create scripts faster and more consistently. Genesys Cloud CX provides four default templates for different types of scripts:

- * Blank Script is an empty template that allows you to create a script from scratch.
- * Default Callback Script is a template for scripts that handle callback interactions.
- * Default Inbound Script is a template for scripts that handle inbound interactions.
- * Default Outbound Script is a template for scripts that handle outbound interactions.

You can also create your own custom templates for scripts based on your needs. References:

<https://help.mypurecloud.com/articles/create-a-script-template/>
<https://help.mypurecloud.com/articles/create-a-script-from-a-template/>

NEW QUESTION # 120

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