

# GCP-GCX Upgrade Dumps - GCP-GCX Top Questions



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Genesys GCP-GCX certification exam is designed to test the knowledge and skills of professionals who work with Genesys Cloud CX technology. Genesys Cloud CX Certified Professional - Consolidated Exam certification is aimed at individuals who want to demonstrate their expertise in this field and are looking to advance their careers in the contact center industry. GCP-GCX Exam covers a range of topics related to Genesys Cloud CX, including administration, configuration, and troubleshooting.

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## Genesys Cloud CX Certified Professional - Consolidated Exam Latest Test Cram & GCP-GCX exam study guide & Genesys Cloud CX Certified Professional - Consolidated Exam detail study guides

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Genesys GCP-GCX certification exam is an industry-standard certification that is designed to measure the skills and knowledge of professionals in the contact center industry. Genesys Cloud CX Certified Professional - Consolidated Exam certification is intended for professionals who have experience and knowledge in the Genesys Cloud CX platform. The GCP-GCX Certification Exam is a consolidated exam that covers various aspects of the Genesys Cloud CX platform.

## Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q67-Q72):

### NEW QUESTION # 67

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

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

Answer: A,B,C

**NEW QUESTION # 68**

You must define the phone configuration in Genesys Cloud CX to associate with a physical phone. What binds the phone's settings in Genesys Cloud CX to a physical phone?

- A. Hardware ID (MAC address)
- B. Phone name
- C. Phone model
- **D. Base settings**

**Answer: D**

Explanation:

The hardware ID (MAC address) is what binds the phone's settings in Genesys Cloud CX to a physical phone. A hardware ID is a unique identifier for each network device, such as a phone. You can define the phone configuration in Genesys Cloud CX by specifying various settings, such as phone name, phone model, base settings, line appearance, etc. However, to associate these settings with a physical phone, you need to enter the hardware ID of the phone in Genesys Cloud CX. Reference: <https://help.mypurecloud.com/articles/about-phones/> <https://help.mypurecloud.com/articles/add-a-phone/>

**NEW QUESTION # 69**

You must define the phone configuration in Genesys Cloud CX to associate with a physical phone. What binds the phone's settings in Genesys Cloud CX to a physical phone?

- A. Phone name
- B. Base settings
- C. Phone model
- **D. Hardware ID (MAC address)**

**Answer: D**

**NEW QUESTION # 70**

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

**Answer: B**

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 # 71**

Which of the following Genesys Cloud CX features helps ensure that enough agents are in the right place at the right time?

- **A. Workforce Management**
- B. Reporting and Analytics
- C. Queue Management
- D. Routing

**Answer: A**

