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Genesys GCP-GCX Exam is a certification exam that tests the knowledge and skills of individuals who wish to become certified in the Genesys Cloud CX platform. GCP-GCX exam covers a wide range of topics related to the platform, and is designed to be challenging and comprehensive. Genesys Cloud CX Certified Professional - Consolidated Exam certification is highly regarded by employers and can help individuals advance their careers in the contact center industry, while also providing a valuable asset for organizations that use the platform.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q93-Q98):

NEW QUESTION # 93

Phone redundancy extends to include call survivability - Even when the connection to the Edge is lost, it prevents active calls from getting disconnected.

- A. True

- B. False

Answer: A

Explanation:

Référence:

Phone redundancy extends to include call survivability - Even when the connection to the Edge is lost, it prevents active calls from getting disconnected. Phone redundancy is a feature that allows phones to register with multiple Edges for backup purposes. Call survivability is a feature that allows phones to maintain active calls even when they lose connection with their primary Edge. These features ensure that calls are not dropped or interrupted due to network failures or maintenance activities. Reference:

<https://help.mypurecloud.com/articles/about-phone-redundancy/> <https://help.mypurecloud.com/articles/about-call-survivability/>

NEW QUESTION # 94

Select all access level permission types for workspace (Documents > Workspace) membership. (Choose three.)

- A. Contributor
- B. Read-Only
- C. Write-Only
- D. Full Access
- E. Partial
- F. Collaborator

Answer: A,B,D

Explanation:

Full Access, Read-Only, and Contributor are three access level permission types for workspace (Documents > Workspace) membership in Genesys Cloud CX Collaborate. Workspace is a feature that allows users to create and manage documents in Genesys Cloud CX Collaborate. Workspace provides various features and functions for users to create, edit, share, organize, and search documents within an organization. Users can have different access level permissions for workspace membership based on their roles and needs. The access level permissions for workspace membership are:

Full Access: Users can create, edit, delete, share, move, copy, tag, download, upload, and view any document in the workspace.

Read-Only: Users can only view documents in the workspace. They cannot create, edit, delete, share, move, copy, tag, download, or upload any document in the workspace.

Contributor: Users can create new documents in the workspace and edit or delete their own documents. They can also share, move, copy, tag, download, upload, and view any document in the workspace.

Some other access level permission types for workspace membership are Owner and Collaborator. Reference:

<https://help.mypurecloud.com/articles/workspace-overview/> <https://help.mypurecloud.com/articles/manage-workspace-membership/>

NEW QUESTION # 95

What do a Service Level of 80 and a Service Level Target of 20 for Voice interactions mean?

- A. 80% of calls must be answered within 20 seconds.
- B. 20 chats and calls must be answered in 80 seconds.
- C. 80 calls must be answered every 20 seconds.
- D. 80% of agents must answer calls within 20 seconds.

Answer: A

NEW QUESTION # 96

Select the factors which can cause report generation failures and increased runtimes. (Choose two.)

- A. Asking every team member to run and save a copy of the report.
- B. Adjusting report parameters in order to include fewer agents, queues, and interactions.
- C. Reviewing and ensuring the usage of scheduled reports.
- D. Running reports during peak hours.

Answer: A,D

Explanation:

Running reports during peak hours and asking every team member to run and save a copy of the report are two factors that can cause report generation failures and increased runtimes. Running reports during peak hours can put additional load on the system and affect its performance and availability. Asking every team member to run and save a copy of the report can create redundant data and consume unnecessary storage space. To avoid these issues, you can follow some best practices for running reports, such as: Run reports during off-peak hours or schedule them for later delivery.

Share reports with other users instead of creating multiple copies.

Adjust report parameters to include only relevant data and filters.

Review and delete unused or outdated reports regularly. Reference: <https://help.mypurecloud.com/articles/best-practices-for-running-reports/> <https://help.mypurecloud.com/articles/share-a-report/>

NEW QUESTION # 97

WebRTC phones require all hardware and software to be properly installed.

- A. True
- B. False

Answer: B

Explanation:

WebRTC phones require all hardware and software to be properly installed is a false statement. WebRTC phones are phones that use WebRTC technology to enable voice communication over the internet or other networks using a web browser. WebRTC phones do not require any hardware or software installation on the PC or device. WebRTC phones run right from the browser and use the built-in microphone and speaker of the PC or device. WebRTC phones can also work with headsets that have built-in call controls.

Genesys Cloud CX supports WebRTC technology with the Genesys Cloud CX WebRTC phone. The Genesys Cloud CX WebRTC phone is a phone that runs right from your browser and allows you to make and receive calls in Genesys Cloud CX. The Genesys Cloud CX WebRTC phone does not require any hardware or software installation on your PC or device. The Genesys Cloud CX WebRTC phone uses the built-in microphone and speaker of your PC or device. The Genesys Cloud CX WebRTC phone can also work with headsets that have built-in call controls. Reference: <https://help.mypurecloud.com/articles/about-genesys-cloud-webrtc-phones/> <https://help.mypurecloud.com/articles/requirements-for-webrtc-phones/>

NEW QUESTION # 98

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