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Genesys Cloud CX platform is a comprehensive cloud-based contact center solution that enables businesses to provide exceptional customer experiences. The platform offers a range of features and functionalities such as voice, email, chat, and social media channels, as well as workforce optimization, analytics, and reporting capabilities. The GCP-GCX certification exam is designed to test the proficiency of professionals in the use of these features and functionalities.

Genesys GCP-GCX exam is designed for professionals working in the customer experience industry. Genesys Cloud CX Certified Professional - Consolidated Exam certification validates the skills and knowledge of candidates on the Genesys Cloud CX platform. GCP-GCX Exam is intended for individuals who are responsible for the implementation, administration, and maintenance of the Genesys Cloud CX platform.

Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is an industry-recognized certification offered by Genesys, a leading provider of cloud-based customer experience solutions. Genesys Cloud CX Certified Professional - Consolidated Exam certification validates the skills and knowledge required to design, implement, and manage Genesys Cloud CX solutions. It is designed for professionals who work with Genesys Cloud CX and want to demonstrate their expertise in the field.

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GCP-GCX Test Passing Score & GCP-GCX PDF Guide

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q70-Q75):

NEW QUESTION # 70

Why are Divisions important in an organization?

- A. Divisions allow the organization to control which roles can be assigned to users.

- B. Divisions allow grouping and segregation of objects while keeping them inside the same organization.
- C. Divisions are used to divide interactions equally between 2 or more queues.
- D. Divisions define which users can be assigned to queues.

Answer: B

Explanation:

Divisions are important in an organization because they allow grouping and segregation of objects while keeping them inside the same organization. A division is a logical container that holds various objects in Genesys Cloud CX, such as users, queues, flows, etc. Divisions enable administrators to control access and visibility of these objects based on roles and permissions. For example, administrators can use divisions to separate different business units or teams within an organization and assign different roles and permissions to each division. Reference: <https://help.mypurecloud.com/glossary/division/>
<https://help.mypurecloud.com/articles/about-divisions/>

NEW QUESTION # 71

Carlos is an administrator who needs to extract data on a group of agents handling customer service calls and track their performance. These statistics allow him to estimate their average handling time. Which of the following options would help him perform his task?

- A. Directory
- B. Workspaces
- C. Activity
- D. Documents

Answer: C

NEW QUESTION # 72

User Status Detail report includes specifics about queue activity such as interacting, idle, and not responding.

- A. True
- B. False

Answer: A

NEW QUESTION # 73

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

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

Answer: C,D,E

NEW QUESTION # 74

If you have not configured an email address to report issues to, Genesys Cloud CX:

- A. Automatically creates an email address and routes all such emails to this address.
- B. Collects such emails and stores it until an email address to report issues is configured.
- C. Sends the emails to anyone who has the admin role assigned in your organization.
- D. Does not route the emails to any email address.

Answer: C

Explanation:

If you have not configured an email address to report issues to, Genesys Cloud CX does not route the emails to any email address.

You can configure an email address for users to report issues or provide feedback about Genesys Cloud CX from within the application. The email address can be an internal or external address that you manage or monitor. Reference: <https://help.mypurecloud.com/articles/configure-an-email-address-to-report-issues/> <https://help.mypurecloud.com/articles/report-an-issue-or-provide-feedback/>

NEW QUESTION # 75

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