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Genesys GCP-GCX certification exam is one of the most prestigious and sought-after certifications in the field of customer experience. Genesys Cloud CX Certified Professional - Consolidated Exam certification is designed to validate a candidate's knowledge, skills, and expertise in the Genesys Cloud CX platform, which is a leading customer experience platform used by businesses of all sizes across the globe. The GCP-GCX certification is a comprehensive exam that covers all aspects of the Genesys Cloud CX platform, including its architecture, features, and functionalities.

The GCP-GCX Certification Exam covers multiple topics such as the Genesys Cloud CX architecture, routing, interaction flows, reporting, and analytics. GCP-GCX exam consists of 60 multiple-choice questions that must be answered within 90 minutes. GCP-GCX exam is available in English, Japanese, French, and German, and it is administered by Pearson VUE. Additionally, the exam can be taken online or in-person at one of the authorized testing centers.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q91-Q96):

NEW QUESTION # 91

You are preparing to deploy Genesys Cloud CX and need to order trunks.
Where can you find guidelines on PSTN carrier requirements?

- A. Get a default trunk line installed.
- B. By asking your carrier what you would need.
- C. On the PSTN carrier's web site.
- **D. In the Genesys Cloud CX Resource Center.**

Answer: D

Explanation:

Reference:

You can find guidelines on PSTN carrier requirements in the Genesys Cloud CX Resource Center. The Genesys Cloud CX Resource Center provides documentation and resources for using and configuring Genesys Cloud CX features and functions. The PSTN carrier requirements article lists the minimum requirements that a PSTN carrier must meet to work with Genesys Cloud CX. Reference: <https://help.mypurecloud.com/articles/pstn-carrier-requirements/> <https://help.mypurecloud.com/>

NEW QUESTION # 92

Organization setting that can be configured include: Choose 2 answers

- A. Skill
- **B. Default Language**
- **C. invite Links**
- D. Queue Management

Answer: B,C

Explanation:

Organization settings in Genesys Cloud CX can be configured to tailor the system to the specific needs of the organization. "Invite Links" and "Default Language" are examples of such settings. "Invite Links" allows administrators to control how users are invited to the system, and "Default Language" sets the default language for the user interface, affecting all users unless they have set their own language preference.

NEW QUESTION # 93

Where do you add the list of IP or CIDR addresses which are allowed or denied access to an External or Phone Trunk?

- **A. SIP Access Control**
- B. Outbound
- C. Calling
- D. Availability

Answer: A

Explanation:

SIP Access Control is where you can add the list of IP or CIDR addresses that are allowed or denied access to an External or Phone Trunk in Genesys Cloud CX Telephony Admin menu. SIP Access Control is a feature that allows you to control which IP addresses or CIDR ranges can access your External or Phone Trunks in Genesys Cloud CX. SIP Access Control can help you enhance the security and performance of your trunks by preventing unauthorized or unwanted access from external sources. You can add IP addresses or CIDR ranges to the Allow List or Deny List of your trunks based on your needs and preferences. Reference: <https://help.mypurecloud.com/articles/sip-access-control-overview/> <https://help.mypurecloud.com/articles/add-an-ip-address-or-cidr-range-to-a-trunk/>

NEW QUESTION # 94

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. Base settings
- B. Phone model

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