

GCP-GCX Passing Score | GCP-GCX Exam Questions Answers

জিফেসলভস		
বাংলা জি.কে		
SINO.	প্রশ্ন	উত্তর
১	অনহ্যাপি ইতিহাস কার লেখা?	লালা শাজাহান রায়
২	ভূপাল গ্যাস দুর্ঘটনা কত সালে হয়েছিল?	১৯৮৪ সাল
৩	কিপের মিশ্রনে অল্পরাজ তৈরি করা হয়?	৩ ভাগ হাইড্রোক্লোরিক অ্যাসিড ও ১ ভাগ নাইট্রিক অ্যাসিড।
৪	গুজান আমজাদ আলি খান কোন বাদ্যযন্ত্রের সাথে যুক্ত?	নারোল
৫	মহীসভা কার কাছে বৌধ ভাবে দায় বন্ধ থাকে?	শোকসভা
৬	হিন্দুরা ঠাকরন কোন উপন্যাসের চরিত্র?	পথের পাচালী
৭	হিন্দুপদ পাদশাহী নীতি কে প্রচার করেন?	প্রথম বাজিরাও
৮	বুজুং কোন রাজ্যের উৎসব?	অরুণাচল প্রদেশ
৯	জিপসামের রাসায়নিক নাম কি?	ক্যালসিয়াম সালফেট
১০	ভিটামিন বি ১২ এর কোন খাত থাকে?	কোবাল্ট
১১	রাইনোগ্রাফি বলতে মানব শরীরের কোন অঙ্গের সার্জারিকে বোঝায়?	নাক
১২	"পঞ্চশীল" কথাটি কোন ধর্মের সাথে যুক্ত?	বৌদ্ধ ধর্ম
১৩	শচীন তেণ্ডুলকার কত সালে ভারতরত্ন পুরস্কার পান?	২০১৩ সাল
১৪	ভিগ্নোমেটিক এনকাউন্টার বইটির লেখক কে?	অরুণাচলী রায়
১৫	ভিনেশ ফোগাট কোন খেলার সাথে যুক্ত?	কুস্তি
১৬	চৌধুরী চরন সিং এয়ারপোর্ট কোন শহরে অবস্থিত?	লখনৌ

P.S. Free 2026 Genesys GCP-GCX dumps are available on Google Drive shared by Prep4SureReview: <https://drive.google.com/open?id=1l1z0ciqgSacRvDzBDcLrfi6DbxZgZ0hq>

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Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is a comprehensive certification program designed to test and validate the skills and knowledge of professionals in the field of customer experience management. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam focuses on the use of the Genesys Cloud CX platform, which is a cloud-based customer experience management solution that enables businesses to deliver exceptional customer experiences across all channels and touchpoints.

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GCP-GCX Exam Questions Answers, GCP-GCX Detail Explanation

Three versions for GCP-GCX test materials are available, and you can choose the most suitable one according to your own needs. GCP-GCX PDF version is printable, and if you prefer to practice on paper, this version must be your taste. GCP-GCX Soft test engine can stimulate the real exam environment, and you can know the procedures for the exam, and your confidence will be

strengthened. GCP-GCX Online Test engine supports all web browsers and it also supports Android and iOS etc. This version can give you a general review of what you have learnt last time.

Genesys GCP-GCX Certification is an important credential for professionals who want to demonstrate their expertise in the Genesys Cloud CX platform. Genesys Cloud CX Certified Professional - Consolidated Exam certification is recognized by industry professionals and demonstrates a commitment to excellence in the field of customer experience management. Genesys Cloud CX Certified Professional - Consolidated Exam certification is also a valuable asset for professionals looking to advance their careers in the customer experience management field.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q56-Q61):

NEW QUESTION # 56

Where are Genesys Cloud CX call recordings stored by default?

- A. AWS Cloud
- B. Web Service
- C. Edges
- D. Cloud

Answer: A

Explanation:

Reference:

Genesys Cloud CX call recordings are stored by default in the cloud storage provided by Genesys Cloud CX. Administrators can also configure external storage options for call recordings, such as AWS S3 buckets or web services. Reference:

<https://help.mypurecloud.com/articles/about-call-recording-storage/> <https://help.mypurecloud.com/articles/configure-external-storage-for-call-recordings/>

NEW QUESTION # 57

Which of the following statements are true regarding the Genesys Cloud CX Edge appliance? (Choose three.)

- A. It provides core telephony services.
- B. It provides for the integration of Active Directory, SharePoint, and other third-party data.
- C. It manages the Genesys Cloud CX platform services.
- D. It manages connections between your phones, SIP trunks, telephony gateways, Genesys Cloud CX, and third-party systems.
- E. It operates as a provisioning server, media server, SIP proxy, and SIP gateway.

Answer: A,D,E

Explanation:

The following statements are true regarding the Genesys Cloud CX Edge appliance:

It manages connections between your phones, SIP trunks, telephony gateways, Genesys Cloud CX, and third-party systems.

It provides core telephony services such as call control, call recording, call quality monitoring, etc.

It operates as a provisioning server, media server, SIP proxy, and SIP gateway.

The following statements are false regarding the Genesys Cloud CX Edge appliance:

It provides for the integration of Active Directory, SharePoint, and other third-party data.

It manages the Genesys Cloud CX platform services.

The Genesys Cloud CX Edge appliance is a device that connects your on-premises telephony infrastructure with Genesys Cloud CX cloud services. It acts as an intermediary between your local network and Genesys Cloud CX data centers. Reference:

<https://help.mypurecloud.com/articles/about-edge-devices/> <https://help.mypurecloud.com/articles/edge-device-overview/>

NEW QUESTION # 58

Which of the following statements about WebRTC phones is incorrect?

- A. A WebRTC phone has no additional hardware or software requirements, apart from a supported browser.
- B. Genesys Cloud CX WebRTC phone runs in the browser.
- C. It is assigned to a specific user and only that user has permission to use the phone.

- D. A WebRTC phone can be used even when disconnected from the Cloud.

Answer: D

Explanation:

Reference:

The statement that a WebRTC phone can be used even when disconnected from the cloud is incorrect. A WebRTC phone is a browser-based phone that runs in a supported web browser and connects to Genesys Cloud CX cloud services via WebRTC protocol. A WebRTC phone does not require any additional hardware or software apart from a supported browser and a headset or microphone/speaker device. However, a WebRTC phone cannot be used when disconnected from the cloud because it relies on an internet connection to communicate with Genesys Cloud CX. Reference: <https://help.mypurecloud.com/articles/about-webrtc-phones/> <https://help.mypurecloud.com/articles/webrtc-phone-limitations/>

NEW QUESTION # 59

Which of the following best defines the performance view for Queues?

- A. Used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.
- B. Used to view historical data only.
- C. Used to monitor real-time contact center metrics.
- D. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.

Answer: A

Explanation:

Reference:

The performance view for Queues is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents in Genesys Cloud CX Performance menu. The performance view for Queues is a view that shows various metrics and details related to queue performance and activities in Genesys Cloud CX. The performance view for Queues can help you measure and improve various aspects of your queue performance and activities, such as:

Service level

Abandon rate

Average speed of answer

Average handle time

Interaction volume

The performance view for Queues is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents because:

Real-time metrics are metrics that show the current data for agents, queues, skills, interactions, and flows. Real-time metrics are updated every 10 minutes in Genesys Cloud CX Performance menu . You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.

Historical metrics are metrics that show the past data for agents, queues, skills, interactions, and flows. Historical metrics are stored every 10 minutes in Genesys Cloud CX Performance menu . You can see the historical values of various metrics by using the date filter or the pre-set day filter.

Service level % is a metric that shows the percentage of interactions that were answered within a target time threshold during a specified period of time. Service level % can help you measure the quality and efficiency of your queue performance and activities. You can see the real-time and historical service level % of a queue in the performance view for Queues.

Abandon % is a metric that shows the percentage of interactions that were abandoned by the customer or caller before reaching an agent during a specified period of time. Abandon % can help you measure the quality and efficiency of your queue performance and activities. You can see the real-time and historical abandon % of a queue in the performance view for Queues.

Customers waiting is a metric that shows the number of customers or callers who are currently waiting in a queue to be connected to an agent. Customers waiting can help you measure the demand and capacity of your queue performance and activities. You can see the real-time customers waiting of a queue in the performance view for Queues.

Active agents is a metric that shows the number of agents who are currently logged in to Genesys Cloud CX and are available to handle interactions in a queue. Active agents can help you measure the availability and productivity of your queue performance and activities. You can see the real-time active agents of a queue in the performance view for Queues.

NEW QUESTION # 60

Organization setting that can be configured include: Choose 2 answers

- A. Skill

