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The Genesys GCP-GCX certification examination is an essential component of professional development, and passing this Genesys GCP-GCX test can increase career options and a rise in salary. Nonetheless, getting ready for the Genesys Cloud CX Certified Professional - Consolidated Exam (GCP-GCX) exam may be difficult, and many working professionals have trouble locating the Genesys GCP-GCX practice questions they need to succeed in this endeavor.

Genesys GCP-GCX Certification Exam is ideal for professionals who work with Genesys Cloud CX and want to showcase their expertise in the field of customer experience. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam is designed to validate their knowledge and skills in various areas of Genesys Cloud CX, including call routing, reporting, analytics, and integrations. Professionals who pass the exam can demonstrate their proficiency in these areas and differentiate themselves from their peers in the industry.

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According to the survey, the candidates most want to take Genesys GCP-GCX test in the current IT certification exams. Of course, the Genesys GCP-GCX certification is a very important exam which has been certified. In addition, the exam qualification can prove that you have high skills. However, like all the exams, Genesys GCP-GCX test is also very difficult. To pass the exam is difficult but PracticeMaterial can help you to get Genesys GCP-GCX certification.

Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q36-Q41):

NEW QUESTION # 36
Which of the following statements is NOT true regarding numbering plan?

- A. Numbering plan can be added or modified based on the organizational requirements.
- B. Numbering plan is also known as a dial plan.
- C. It is a telecommunication scheme where telephone numbers are assigned to subscribers and telephony endpoints.
- D. It has to be created manually.

Answer: D

Explanation:
Explanation
It has to be created manually is not a true statement regarding numbering plan in Genesys Cloud CX Telephony Admin menu. A numbering plan is a telecommunication scheme that assigns telephone numbers to subscribers and telephony endpoints in Genesys Cloud CX. A numbering plan can also define various aspects of call routing, such as:
* How many digits are required to dial a destination number
* Which digits are used to identify a country code, area code, or extension
* Which digits are used to access an outside line or an operator
* Which digits are used to indicate an emergency number or a special service A numbering plan does not have to be created manually in Genesys Cloud CX Telephony Admin menu .
Genesys Cloud CX provides a set of default number plans that work for most users . You can also add and modify number plans with the following procedure . The Number Plan information page provides more details on the Genesys Cloud CX number plan implementation . References:
https://help.mypurecloud.com/articles/number-plan-information/
https://help.mypurecloud.com/articles/add-number-plan/

NEW QUESTION # 37
The Utilization feature of Genesys Cloud CX allows administrators to configure: (Choose two.)

- A. The maximum capacity that an agent may handle simultaneously for each supported media type.
- B. Media types that can interrupt current interactions that an agent is handling.
- C. The after call work time for each media type.
- D. Time that an agent may spend on each media type.

Answer: A,B

NEW QUESTION # 38
Which of the following components can be added to scripts? (Choose four.)

- A. Call Flow
- B. Text
- C. Visual Basic Control
- D. Web Page
- E. Checkbox
- F. Image

Answer: B,D,E,F

Explanation:
Text, Checkbox, Web Page, and Image are some of the components that can be added to scripts. These components allow agents to view or enter information during an interaction. Text components display static or dynamic text content. Checkbox components allow agents to select one or more options from a list. Web Page components display a web page within the script. Image components display an image within the script. Reference: https://help.mypurecloud.com/articles/add-a-text-component-to-a-script/ https://help.mypurecloud.com/articles/add-a-checkbox-component-to-a-script/ https://help.mypurecloud.com/articles/add-a-web-page-component-to-a-script/ https://help.mypurecloud.com/articles/add-an-image-component-to-a-script/

NEW QUESTION # 39
What do a Service Level of 80 and a Service Level Target of 20 for Voice interactions mean?

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

- C. 80% of calls must be answered within 20 seconds.
- D. 80 calls must be answered every 20 seconds.

Answer: C

NEW QUESTION # 40
What additional functionality does Communicate bring to Genesys Cloud CX?

- A. Call center features, such as ACD and scripting.
- B. Directory capabilities, such as advanced search, profiles, and keyword searching.
- C. Unified communications features, such as telephony, unified messaging, voice conferencing, and auto-attendant.
- D. Knowledge-based features, such as FAQs and communities.

Answer: C

Explanation:
Communicate is a feature that brings unified communications features to Genesys Cloud CX, such as telephony, unified messaging, voice conferencing, and auto-attendant. Communicate allows users to make and receive phone calls, send and receive messages, join voice conferences, and access voicemail within Genesys Cloud CX. Communicate also integrates with third-party applications, such as Salesforce, Microsoft Teams, Zoom, etc. Reference: https://www.genesys.com/pricing https://www.genesys.com/genesys-cloud/features/communicate

NEW QUESTION # 41
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At present, many office workers are dedicated to improving themselves. Most of them make use of their spare time to study our GCP-GCX study materials. As you can see, it is important to update your skills in company. After all, the most outstanding worker can get promotion. You also need to plan for your future. Getting the GCP-GCX Study Materials will enhance your ability. Also, various good jobs are waiting for you choose. Your life will become wonderful if you accept our guidance.

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