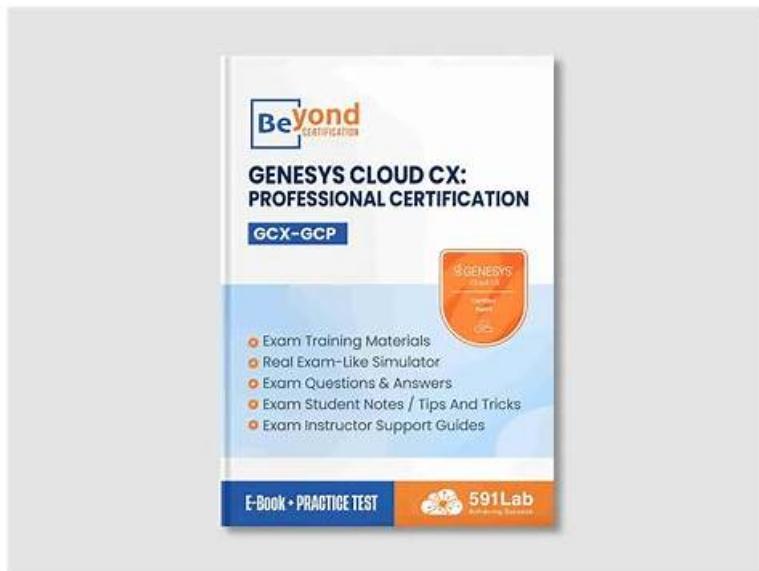# 100% Pass Latest Genesys - GCP-GCX - Genesys Cloud CX Certified Professional - Consolidated Exam Interactive Practice Exam

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q141-Q146):

NEW QUESTION # 141

Which of the following statements is NOT true regarding Management Units?

- A. They help you create, manage, and view schedules for a group.
- B. A maximum of 100 agents can be added to a single Management Unit.
- C. Management Units partition agents and interactions into logical groups.
- D. Agents that handle the same set of interactions should belong to the same management unit.

Answer: B

Explanation:
Explanation
A maximum of 100 agents can be added to a single Management Unit is not a true statement regarding Management Units in Genesys Cloud CX Workforce Management. A Management Unit is a logical grouping of agents who handle similar types of interactions in Workforce Management. A Management Unit can have various settings configured to define its behavior and performance, such as time zone, service level target, shrinkage percentage, etc. There is no limit on the number of agents that can be added to a single Management Unit. References: https://help.mypurecloud.com/glossary/management-unit/ https://help.mypurecloud.com/articles/create-a-management-unit/

NEW QUESTION # 142

Which user role is required to perform the deployment and installation of the Genesys Cloud CX organization?

- A. employee
- B. Supervisor
- C. User
- D. admin

Answer: D

NEW QUESTION # 143

Which functionalities are available in Genesys Cloud CX WFM? (Choose three.)

- A. Long-Term Forecasts
- B. Forecast simulator
- C. Schedules
- D. Short-Term Forecasts

Answer: A,C,D

Explanation:
Reference:
Short-Term Forecasts, Schedules, and Long-Term Forecasts are some of the functionalities available in Genesys Cloud CX WFM. Short-Term Forecasts allow administrators to forecast staffing needs for up to 8 weeks based on historical data and trends. Schedules allow administrators to create and assign schedules to agents based on their availability, preferences, skills, etc. Long-Term Forecasts allow administrators to forecast staffing needs for up to 2 years based on historical data and trends. Reference: https://help.mypurecloud.com/articles/create-a-short-term-forecast/ https://help.mypurecloud.com/articles/create-and-manage-schedules/ https://help.mypurecloud.com/articles/create-a-long-term-forecast/

NEW QUESTION # 144

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

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

Answer: B,E,F

Explanation:
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. References:
https://help.mypurecloud.com/articles/workspace-overview/
https://help.mypurecloud.com/articles/manage-workspace-membership/

NEW QUESTION # 145
You have just added a new document to Genesys Cloud CX, and want everyone in the organization to have access to it.
What must you do to ensure that users can find the document when needed?

- A. Add a priority of "High" to the document.
- B. Ensure that the document name is easy to search for.
- C. Number the document such that it appears on the top of the list.
- D. Add meaningful tags to the document.

Answer: D

Explanation:
Explanation
Adding meaningful tags to the document is what you must do to ensure that users can find the document when needed after you have added a new document to Genesys Cloud CX Collaborate Workspace. Tags are keywords or phrases that describe the content or purpose of a document in Workspace. Tags help users to find documents faster and easier by using filters or search queries based on tags. You can add tags to a document when you create or edit it in Workspace. References:
https://help.mypurecloud.com/articles/add-tags-to-a-document/
https://help.mypurecloud.com/articles/search-for-a-document/

NEW QUESTION # 146
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