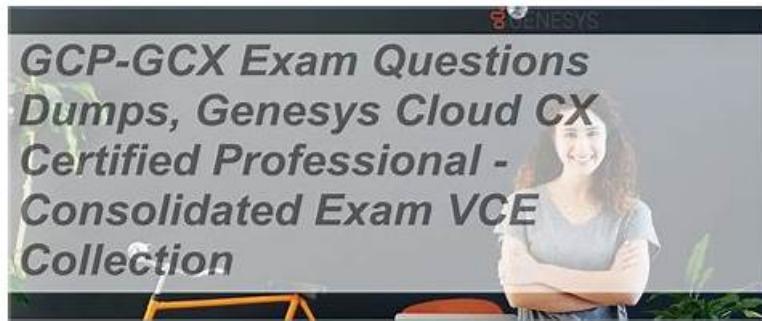


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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q50-Q55):

NEW QUESTION # 50

Which one of the following Genesys Cloud CX configuration options provides a way to ensure that phones of a specific make and model are all deployed with the same settings?

- A. IP Phone Templates
- B. Default Station Configuration
- C. Base Settings
- D. Managed IP Phones

Answer: A

Explanation:

IP Phone Templates in Genesys Cloud CX provide a standardized way to configure and deploy phones of a specific make and model with the same settings across the organization. This feature ensures consistency and efficiency in phone deployment, reducing the complexity of individually configuring each phone and ensuring that all necessary settings are uniformly applied.

NEW QUESTION # 51

What additional functionality does Communicate bring to Genesys Cloud CX?

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

Answer: A

Explanation:

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. References: <https://www.genesys.com/pricing> <https://www.genesys.com/genesys-cloud/features/communicate>

NEW QUESTION # 52

Where are Genesys Cloud CX call recordings stored by default?

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

Answer: C

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 # 53

Which of the following add-on options are provided in Genesys Cloud CX? (Choose three.)

- A. VR
- B. Workforce Engagement
- C. Digital
- D. AI
- E. Human Capital Management

Answer: B,C,D

Explanation:

AI, Digital, and Workforce Engagement are some of the add-on options provided in Genesys Cloud CX. These options allow customers to enhance their Genesys Cloud CX solution with additional features and capabilities. AI enables customers to leverage artificial intelligence and machine learning for various use cases, such as chatbots, predictive engagement, voicebots, etc. Digital enables customers to support multiple digital channels, such as chat, email, message, social media, etc. Workforce Engagement enables customers to optimize their workforce management, quality management, performance management, etc. Reference: <https://www.genesys.com/pricing> <https://www.genesys.com/genesys-cloud/features/ai> <https://www.genesys.com/genesys-cloud/features/digital> <https://www.genesys.com/genesys-cloud/features/workforce-engagement>

NEW QUESTION # 54

Which of the following Edge features provides client and server-side call matching?

- A. SIP gateway
- B. SIP proxy
- C. Call broker
- D. Media server

Answer: C

NEW QUESTION # 55

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