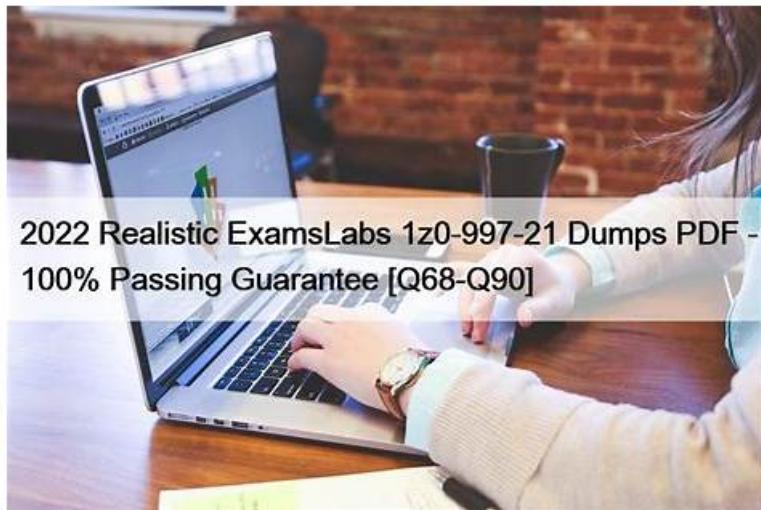


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Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Exam is a certification program designed to provide individuals with knowledge and skills in implementing, configuring and administering Genesys Cloud CX solutions. GCP-GCX exam is intended for professionals who are involved in the design, implementation, and management of customer experience solutions using Genesys Cloud CX. Genesys Cloud CX Certified Professional - Consolidated Exam certification validates the knowledge and skills of professionals in the use of Genesys Cloud CX solutions and provides an opportunity to demonstrate expertise in the field of customer experience management.

Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Certification Exam is an industry-recognized certification that validates a professional's knowledge and skills in managing and implementing the Genesys Cloud Customer Experience (CX) platform. Genesys Cloud CX Certified Professional - Consolidated Exam certification exam covers a wide range of topics, including Genesys Cloud architecture, call routing, workforce management, reporting, and analytics. It assesses the skills of candidates in configuring and customizing the Genesys Cloud platform to meet the specific business requirements of organizations.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q30-Q35):

NEW QUESTION # 30

To assign extensions to users, you must first _____.

- A. Create a pool of extensions.

- B. Add the extension to the dial plan.
- C. Buy the extension number from the carrier.
- D. **Assign the extension to the user's phone.**

Answer: D

NEW QUESTION # 31

Select the factors which can cause report generation failures and increased runtimes. (Choose two.)

- A. **Running reports during peak hours.**
- B. **Asking every team member to run and save a copy of the report.**
- C. Adjusting report parameters in order to include fewer agents, queues, and interactions.
- D. Reviewing and ensuring the usage of scheduled reports.

Answer: A,B

Explanation:

Running reports during peak hours and asking every team member to run and save a copy of the report are two factors that can cause report generation failures and increased runtimes. Running reports during peak hours can put additional load on the system and affect its performance and availability. Asking every team member to run and save a copy of the report can create redundant data and consume unnecessary storage space. To avoid these issues, you can follow some best practices for running reports, such as: Run reports during off-peak hours or schedule them for later delivery.

Share reports with other users instead of creating multiple copies.

Adjust report parameters to include only relevant data and filters.

Review and delete unused or outdated reports regularly. Reference: <https://help.mypurecloud.com/articles/best-practices-for-running-reports/> <https://help.mypurecloud.com/articles/share-a-report/>

NEW QUESTION # 32

How do you represent your organization when you contact the Genesys Cloud CX support team?

- A. **Organization ID**
- B. Company Name
- C. Agent Name
- D. ID

Answer: A

Explanation:

Organization ID is how you represent your organization when you contact the Genesys Cloud CX support team. Organization ID is a unique identifier that is assigned to your organization when you sign up for Genesys Cloud CX. Organization ID helps the Genesys Cloud CX support team to locate your organization's account information and provide faster and better service. You can find your organization ID by clicking Admin > Account Settings > Organization Settings in Genesys Cloud CX window. Reference: <https://help.mypurecloud.com/articles/organization-id/> <https://help.mypurecloud.com/articles/contact-genesys-cloud-customer-care/>

NEW QUESTION # 33

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. **Hardware ID (MAC address)**
- B. Phone name
- C. Phone model
- D. Base settings

Answer: A

Explanation:

Explanation

The hardware ID (MAC address) is what binds the phone's settings in Genesys Cloud CX to a physical phone.

A hardware ID is a unique identifier for each network device, such as a phone. You can define the phone configuration in Genesys Cloud CX by specifying various settings, such as phone name, phone model, base settings, line appearance, etc. However, to associate these settings with a physical phone, you need to enter the hardware ID of the phone in Genesys Cloud CX. References: <https://help.mypurecloud.com/articles/about-phones/> <https://help.mypurecloud.com/articles/add-a-phone/>

NEW QUESTION # 34

The _____ for iOS leverages the form factor of iOS tablets to help supervisors, managers, and executives make faster, more effective managerial and operational decisions

- A. Genesys Cloud CX Hub
- B. Genesys Cloud CX Social Media Analyzer
- C. Genesys Cloud CX Supervisor
- D. Genesys Cloud CX Task Manager

Answer: C

Explanation:

The Genesys Cloud CX Supervisor app for iOS is specifically designed to leverage the form factor and capabilities of iOS tablets, providing supervisors, managers, and executives with a powerful tool to make faster and more effective managerial and operational decisions. This app offers a user-friendly interface and real-time data insights, enabling leaders to monitor agent performance, queue statistics, and other critical metrics on the go, thereby enhancing decision-making efficiency and responsiveness to changing operational needs.

NEW QUESTION # 35

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