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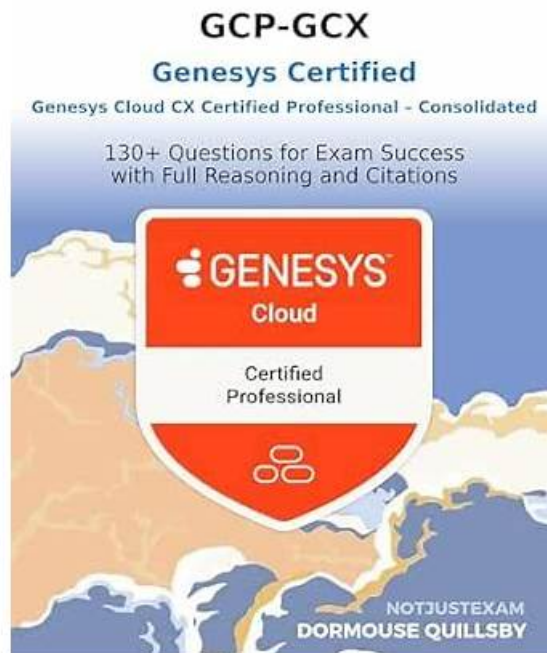
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Genesys Cloud CX platform is a cloud-based customer experience solution that provides businesses with a range of tools and features to enhance customer interactions. The GCP-GCX certification exam is designed to test the knowledge and skills required to effectively use and manage this platform. This includes understanding the key features and functionality of the platform, configuring and managing users and groups, and troubleshooting common issues. Genesys Cloud CX Certified Professional - Consolidated Exam certification program also covers advanced topics such as integration with other systems and optimizing the platform for specific business needs.

The GCP-GCX exam is intended for professionals who have experience with Genesys Cloud CX and are looking to validate their skills and knowledge. GCP-GCX exam is designed to test a variety of skills, including the ability to design and configure call flows, create and manage IVR scripts, and use reporting and analytics tools to monitor contact center performance. In addition, the exam covers topics related to contact center management, such as workforce management, quality assurance, and customer experience management.

Genesys GCP-GCX (Genesys Cloud CX Certified Professional-Consolidated) Exam is a certification program designed to assess

the skills of professionals in the Genesys Cloud CX platform. Genesys Cloud CX Certified Professional - Consolidated Exam certification is essential for professionals who want to demonstrate their knowledge and expertise with this platform, and it is a valuable asset for anyone seeking to advance their career in the field of customer experience.

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q29-Q34):

NEW QUESTION # 29
Which of the following operating systems are supported by Genesys Cloud CX mobile applications? (Choose two.)

- A. Harmony OS
- B. Android
- C. Windows 10 Mobile
- D. iOS

Answer: B,D

Explanation:
Explanation
iOS and Android are two operating systems that are supported by Genesys Cloud CX mobile applications.
Genesys Cloud CX mobile applications are apps that allow users to access various features and functions of Genesys Cloud CX on their mobile devices, such as smartphones or tablets. Genesys Cloud CX mobile applications are available for iOS and Android devices and can be downloaded from the App Store or Google Play Store respectively. Genesys Cloud CX mobile applications enable users to communicate and collaborate with other users, manage their status and availability, view their performance metrics and notifications, and more. References: https://help.mypurecloud.com/articles/about-genesys-cloud-mobile-apps/ https://help.mypurecloud.com/articles/install-the-genesys-cloud-mobile-app/

NEW QUESTION # 30
What is a major advantage of the Genesys Cloud CX environment being a collection of microservices?

- A. Distributed data management
- B. Increased scalability and flexibility
- C. Easier to isolate and correct bugs

Answer: B

NEW QUESTION # 31
Which of the following add-on options are provided in Genesys Cloud CX? (Choose three.)

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

Answer: A,B,E

Explanation:
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. References:
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 # 32
You can allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization.

- A. False
- B. True

Answer: A

Explanation:
You cannot allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization is a false statement. You can allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization by using feedback email groups in Genesys Cloud CX Collaborate Content Management. Feedback email groups are groups of email addresses that receive feedback messages from users who view content items in Content Management. Content items are files or links that contain information or resources related to various topics or categories in Content Management. You can create feedback email groups and assign them to content items or categories based on your needs. Reference: https://help.mypurecloud.com/articles/content-management-overview/ https://help.mypurecloud.com/articles/create-a-feedback-email-group/ https://help.mypurecloud.com/articles/assign-a-feedback-email-group-to-a-content-item-or-category/

NEW QUESTION # 33
Which feature enables a voice interaction to interrupt an email interaction?

- A. Emergency Routing
- B. ACD Skills
- C. Utilization
- D. Scripts

Answer: C

Explanation:
Explanation
Utilization is a feature that enables a voice interaction to interrupt an email interaction when the voice interaction has a higher priority than the email interaction. Utilization is a percentage that indicates how much of an agent's time is spent on handling interactions. When an agent is handling an email interaction, their utilization is lower than when they are handling a voice interaction. Therefore, if a voice interaction arrives in the queue and there are no other available agents, the voice interaction can interrupt the email interaction and be routed to the agent with the lowest utilization. References:
https://help.mypurecloud.com/articles/utilization/
https://help.mypurecloud.com/articles/understand-how-email-interactions-work/

NEW QUESTION # 34
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