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Genesys GCP-GCX

Genesys Cloud CX Certified Professional - Consolidated Exam

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q93-Q98):

NEW QUESTION # 93

What level of permissions does a user require to view the organization settings?

- A. Agent
- B. Supervisor
- C. All of the above
- D. Admin

Answer: C

NEW QUESTION # 94

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. It is a telecommunication scheme where telephone numbers are assigned to subscribers and telephony endpoints.
- C. It has to be created manually.
- D. Numbering plan is also known as a dial plan.

Answer: C

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 # 95

Policies automate repetitive quality management tasks.

Which of the following items could be defined as policies? (Choose three.)

- A. Specify time sets as a matching criteria.
- B. Set up a schedule to run a daily report.
- C. Automatically assign an evaluation for all calls over 5 minutes.
- D. Update the Do Not Call list with records that have the appropriate wrap-up code.
- E. Determine how long to retain recordings and whether to archive or delete them.

Answer: C,D,E

Explanation:

Explanation

Update the Do Not Call list with records that have the appropriate wrap-up code, automatically assign an evaluation for all calls over 5 minutes, and determine how long to retain recordings and whether to archive or delete them are three items that could be defined as policies in Genesys Cloud CX Quality Management.

Policies are rules that automate repetitive quality management tasks based on various criteria and conditions.

Policies can help contact center managers and supervisors streamline their quality management processes and ensure compliance with best practices and regulations. References:

<https://help.mypurecloud.com/articles/about-policies/> <https://help.mypurecloud.com/articles/create-a-policy/>

NEW QUESTION # 96

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

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 # 97

Which feature requires at least one single sign-on (SSO) integration to be configured before allowing a user to login to Genesys Cloud CX?

- A. Password Expiration
- B. Disable Location Detection
- C. Open Admission
- D. Disable Genesys Cloud CX Login

Answer: D

NEW QUESTION # 98

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This type of insurance is sometimes called residual market insurance, GCP-GCX Off-Net Calls Cost Calculation Example, Hence, these candidates must not only succeed in the first attempt but also get a good score.

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