

DUMPS ARENA

Genesys Cloud CX Certified Professional - Consolidated Exam

Genesys GCP-GCX

Version Demo

Total Demo Questions: 10

Total Premium Questions: 110

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QUESTION NO: 1

Select all the question types available while creating an Evaluation Form. (Choose three.)

- A. Multiple Choice
- B. Yes/No
- C. Fill in the blank
- D. Range
- E. Multiple Response

ANSWER: A B E

QUESTION NO: 2

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

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

ANSWER: C D E

QUESTION NO: 3

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: B

QUESTION NO: 4

When creating an external trunk, which of the following protocol(s) can be selected? (Choose three.)

- A. The default protocol
- B. TCP
- C. TLS
- D. SIP
- E. UDP

ANSWER: B C E**QUESTION NO: 5**

Which of the following items need to be configured for an outbound campaign? (Choose three.)

- A. Agents
- B. Evaluation Forms
- C. Contact Lists
- D. Campaigns
- E. Dialing Modes

ANSWER: A C D**QUESTION NO: 6**

Which view helps supervisors analyze performance issues with a specific skill in one or more queues?

- A. Agents
- B. Queues Activity
- C. Skills Performance
- D. Interactions

ANSWER: C**Explanation:**

Reference: <https://help.mypurecloud.com/articles/skills-performance-view/#:~:text=The%20Skills%20Performance%20view%20displays,in%20one%20or%20multiple%20queues>

QUESTION NO: 7

Phone redundancy extends to include call survivability - Even when the connection to the Edge is lost, it prevents active calls from getting disconnected.

- A. True
- B. False

ANSWER: A**Explanation:**

Reference: <https://help.mypurecloud.com/articles/phone-redundancy/>

QUESTION NO: 8

Which of the following is NOT a feature of Genesys Cloud CX contact center?

- A. Human Capital Management
- B. Workforce Management
- C. Quality Management
- D. Automatic Call Distribution

ANSWER: A**Explanation:**

Reference: <https://www.genesys.com/genesys-cloud>

QUESTION NO: 9

The status of agents, whether active or inactive, does not impact metrics in queue reports, however, active agents appear on/affect agent reports.

- A. True
- B. False

ANSWER: B**QUESTION NO: 10**

Your company has just acquired a new building, and you have to add this new location to Genesys Cloud CX.

What are the prerequisites to perform this task? (Choose two.)

- A. You must know the exact coordinates of the new building.
- B. You must have images of all the users located at the new location.
- C. You must collect general information such as building address, number of floors, location contact information, etc.
- D. You must have the basic profile data for all users at the new location.
- E. You must have Admin rights to Genesys Cloud CX.

ANSWER: C E