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QUESTION 1

Which of the following entities is used to ensure that people within your organization have the rights and permissions that they need within Genesys Cloud CX?

- A. Workgroups
- B. Rooms
- C. Groups
- D. Roles

Correct Answer: D

Explanation: Roles are used to define the permissions and access levels for users within Genesys Cloud CX. Roles can be assigned to users individually or through groups. Roles determine what features and functions users can access and

what they can do within those features. References: <https://help.mypurecloud.com/articles/about-roles/>

<https://help.mypurecloud.com/articles/add-roles-to-a-user/>

QUESTION 2

Which architectural approach is used to develop a single application as a suite of small services?

- A. Monolithic Architecture
- B. Microservices Architecture
- C. Genesys Cloud CX Salesforce Architecture
- D. Single Core Architecture

Correct Answer: B

Explanation: Microservices Architecture is an architectural approach that is used to develop a single application as a suite of small services. Microservices Architecture is a design pattern that breaks down an application into independent components or modules that communicate with each other through well-defined interfaces or APIs. Microservices Architecture enables faster development, deployment, scaling, testing, and maintenance of applications by allowing each service to run in its own process and be managed by a small team.

References: <https://www.genesys.com/glossary/microservices-architecture> <https://www.genesys.com/en-gb/platform/cloud>

QUESTION 3

Number plan determines how many and which digits are necessary for call routing.

- A. True

B. False

Correct Answer: A

Explanation: Number plan determines how many and which digits are necessary for call routing is a true statement. A number plan is a telecommunication scheme that assigns telephone numbers to subscribers and telephony endpoints in

Genesys Cloud CX. A number 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 number plan can be added or modified based on the organizational requirements in Genesys Cloud CX. A number plan can also be tested with the call simulator tool in Genesys Cloud CX.

References: <https://help.mypurecloud.com/articles/number-plan-information/>

<https://help.mypurecloud.com/articles/add-number-plan/>

<https://help.mypurecloud.com/articles/test-destination-phone-numbers-with-the-call-simulator/>

QUESTION 4

You have just added a new document to Genesys Cloud CX, and want everyone in the organization to have access to it.

What must you do to ensure that users can find the document when needed?

- A. Add meaningful tags to the document.
- B. Add a priority of "High" to the document.
- C. Ensure that the document name is easy to search for.
- D. Number the document such that it appears on the top of the list.

Correct Answer: A

Explanation: Adding meaningful tags to the document is what you must do to ensure that users can find the document when needed after you have added a new document to Genesys Cloud CX Collaborate Workspace. Tags are keywords or

phrases that describe the content or purpose of a document in Workspace. Tags help users to find documents faster and easier by using filters or search queries based on tags. You can add tags to a document when you create or edit it in

Workspace.

References:

<https://help.mypurecloud.com/articles/add-tags-to-a-document/>

<https://help.mypurecloud.com/articles/search-for-a-document/>

QUESTION 5

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

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

Correct Answer: BD

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.

References:

<https://help.mypurecloud.com/articles/best-practices-for-running-reports/>

<https://help.mypurecloud.com/articles/share-a-report/>

QUESTION 6

You can add more than one outbound route to the contact center.

- A. True
- B. False

Correct Answer: A

Explanation: You can add more than one outbound route to the contact center is a true statement. You can add multiple outbound routes to the contact center in Genesys Cloud CX Telephony Admin menu based on your needs and

preferences. You can add different outbound routes for different classifications of destination numbers, such as local, long distance, international, etc. You can also add different outbound routes for different trunks or numbering plans that

you

want to use for outgoing calls. You can also add different outbound routes for different priorities or failover scenarios that you want to implement for outgoing calls.

References: <https://help.mypurecloud.com/articles/add-an-outbound-route/>

<https://help.mypurecloud.com/articles/outbound-routes-overview/>

QUESTION 7

Which of the following Genesys Cloud CX features helps ensure that enough agents are in the right place at the right time?

- A. Routing
- B. Queue Management
- C. Workforce Management
- D. Reporting and Analytics

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/plan-workforce-management/>

Workforce Management is a feature that helps ensure that enough agents are in the right place at the right time. Workforce Management allows administrators to forecast staffing needs based on historical data and trends, create schedules

that optimize agent availability and preferences, monitor agent adherence and performance in real time, and adjust schedules as needed.

References: <https://help.mypurecloud.com/articles/about-workforce-management/>

<https://help.mypurecloud.com/articles/workforce-management-overview/>

QUESTION 8

Which of the following statements about scripts is true?

- A. Scripts can be used for inbound interactions only.
- B. Scripts are only used to configure flows when setting up Architect.
- C. Scripts can be used in all types of interactions.
- D. Scripts may be used for outbound dialing campaigns only.

Correct Answer: C

Explanation: Scripts are tools that help agents handle interactions more efficiently and consistently. Scripts can be used in all types of interactions, such as voice, chat, email, etc. Scripts can provide guidance, information, or questions for

the

agents to use during an interaction. Scripts can also include dynamic content, such as data actions, web pages, images, etc.

References: <https://help.mypurecloud.com/articles/about-scripts/>

<https://help.mypurecloud.com/articles/create-a-script/>

QUESTION 9

What do a Service Level of 80 and a Service Level Target of 20 for Voice interactions mean?

- A. 80 calls must be answered every 20 seconds.
- B. 80% of calls must be answered within 20 seconds.
- C. 80% of agents must answer calls within 20 seconds.
- D. 20 chats and calls must be answered in 80 seconds.

Correct Answer: B

Explanation: A service level of 80 and a service level target of 20 for voice interactions mean that 80% of calls must be answered within 20 seconds. Service level is a metric that measures how well a contact center meets its customer service

goals. Service level is calculated by dividing the number of interactions answered within a specified time threshold (service level target) by the total number of interactions offered in a given period. For example, if a contact center receives 100

calls in an hour and answers 80 calls within 20 seconds, then its service level is $80/100 = 0.8$ or 80%.

References:

<https://help.mypurecloud.com/glossary/service-level/>

<https://help.mypurecloud.com/articles/queue-performance-summary-report/>

QUESTION 10

If you have not configured an email address to report issues to, Genesys Cloud CX:

- A. Automatically creates an email address and routes all such emails to this address.
- B. Does not route the emails to any email address.
- C. Sends the emails to anyone who has the admin role assigned in your organization.
- D. Collects such emails and stores it until an email address to report issues is configured.

Correct Answer: B

Explanation: If you have not configured an email address to report issues to, Genesys Cloud CX does not route the emails to any email address. You can configure an email address for users to report issues or provide feedback about

Genesys Cloud CX from within the application. The email address can be an internal or external address that you manage or monitor.

References: <https://help.mypurecloud.com/articles/configure-an-email-address-to-report-issues/>

<https://help.mypurecloud.com/articles/report-an-issue-or-provide-feedback/>

QUESTION 11

You can develop a plan to generate reports regularly, however, Genesys Cloud CX does not allow you to run reports on demand.

- A. True
- B. False

Correct Answer: B

Explanation: You can develop a plan to generate reports regularly, however, Genesys Cloud CX does not allow you to run reports on demand is a false statement. You can develop a plan to generate reports regularly and also run reports on demand in Genesys Cloud CX Performance menu. Reports are tools that allow you to view various metrics and details related to your contact center performance and activities in Genesys Cloud CX. Reports can help you measure and improve various aspects of your contact center, such as: Agent performance Queue performance Interaction quality Customer satisfaction Workforce management You can develop a plan to generate reports regularly by scheduling reports in Genesys Cloud CX Performance menu . Scheduling reports allows you to automate the generation and delivery of reports based on various options , such as : Report type Report format Report frequency Report recipients You can also run reports on demand by viewing reports in Genesys Cloud CX Performance menu . Viewing reports allows you to generate and display reports based on various options , such as : Report type Report filters Report date range Report columns References: <https://help.mypurecloud.com/articles/reports-overview/>

<https://help.mypurecloud.com/articles/schedule-a-report/> <https://help.mypurecloud.com/articles/view-a-report/>

QUESTION 12

Where are Genesys Cloud CX call recordings stored by default?

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

Correct Answer: B

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.

References:

<https://help.mypurecloud.com/articles/about-call-recording-storage/>

<https://help.mypurecloud.com/articles/configure-external-storage-for-call-recordings/>

<https://help.mypurecloud.com/articles/about-call-recording/>

QUESTION 13

Which of the following statements is NOT true regarding Management Units?

- A. Agents that handle the same set of interactions should belong to the same management unit.
- B. Management Units partition agents and interactions into logical groups.
- C. A maximum of 100 agents can be added to a single Management Unit.
- D. They help you create, manage, and view schedules for a group.

Correct Answer: C

Explanation: A maximum of 100 agents can be added to a single Management Unit is not a true statement regarding Management Units in Genesys Cloud CX Workforce Management. A Management Unit is a logical grouping of agents who

handle similar types of interactions in Workforce Management. A Management Unit can have various settings configured to define its behavior and performance, such as time zone, service level target, shrinkage percentage, etc. There is no

limit on the number of agents that can be added to a single Management Unit. References:

<https://help.mypurecloud.com/glossary/management-unit/>

<https://help.mypurecloud.com/articles/create-a-management-unit/>

QUESTION 14

Which of the following is not a Quality Management feature?

- A. Evaluation Forms
- B. Policies
- C. Scheduling
- D. Interaction Recording

Correct Answer: C

Explanation: Scheduling is not a Quality Management feature. Quality Management is a feature that allows supervisors and quality evaluators to monitor, evaluate, and improve the quality of agent interactions. Quality Management includes features such as Evaluation Forms, Policies, Interaction Recording, Calibration Sessions, etc.

References:

<https://help.mypurecloud.com/articles/about-quality-management/>

<https://help.mypurecloud.com/articles/quality-management-overview/>

QUESTION 15

Which of the following statements are true regarding the Genesys Cloud CX Edge appliance? (Choose three.)

- A. It manages connections between your phones, SIP trunks, telephony gateways, Genesys Cloud CX, and third-party systems.
- B. It provides core telephony services.
- C. It provides for the integration of Active Directory, SharePoint, and other third-party data.
- D. It manages the Genesys Cloud CX platform services.
- E. It operates as a provisioning server, media server, SIP proxy, and SIP gateway.

Correct Answer: ABE

Explanation: The following statements are true regarding the Genesys Cloud CX Edge appliance:

It manages connections between your phones, SIP trunks, telephony gateways, Genesys Cloud CX, and third-party systems.

It provides core telephony services such as call control, call recording, call quality monitoring, etc.

It operates as a provisioning server, media server, SIP proxy, and SIP gateway. The following statements are false regarding the Genesys Cloud CX Edge appliance:

It provides for the integration of Active Directory, SharePoint, and other third-party data.

It manages the Genesys Cloud CX platform services. The Genesys Cloud CX Edge appliance is a device that connects your on-premises telephony infrastructure with Genesys Cloud CX cloud services. It acts as an intermediary between your local network and Genesys Cloud CX data centers.

References:

<https://help.mypurecloud.com/articles/about-edge-devices/>

<https://help.mypurecloud.com/articles/edge-device-overview/>

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