



GCP-GCX^{Q&As}

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QUESTION 1

What is the distinguishing feature between queues and groups?

- A. Queues can have agents as members, while groups cannot.
- B. Both queues and groups have the same ACD capabilities.
- C. Unlike groups, queues allow for more complex scenarios like skill-based routing.
- D. Queues can be used in Architect flows, while groups cannot.

Correct Answer: C

Explanation: Queues and groups are both used to organize users within Genesys Cloud CX, but they have different purposes and capabilities. Queues are used to route interactions to agents based on various criteria, such as skills, availability, utilization, etc. Queues can also be used in Architect flows to define routing logic and actions for different types of interactions. Groups are used to manage users and their permissions, such as roles, divisions, etc. Groups cannot

be used for routing interactions or in Architect flows.

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

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

QUESTION 2

Genesys Cloud CX is fully supported on which of the following browsers? (Choose two.)

- A. Internet Explorer
- B. Firefox
- C. Chrome
- D. Safari
- E. Opera

Correct Answer: BC

Explanation: Firefox and Chrome are two browsers that fully support Genesys Cloud CX. Genesys Cloud CX is a web-based application that requires a compatible browser to run properly. Firefox and Chrome are the recommended browsers

for Genesys Cloud CX because they offer the best performance and functionality. Safari is also supported but with some limitations. Internet Explorer and Opera are not supported by Genesys Cloud CX.

References: <https://help.mypurecloud.com/articles/supported-browsers/>

<https://help.mypurecloud.com/articles/browser-limitations/>

**QUESTION 3**

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 4

Genesys Cloud CX Voice is _____.

- A. A third-party service that provides external Phone Trunks.
- B. A help bot that is available within Genesys Cloud CX chat.
- C. Another name for Genesys Cloud CX.
- D. An internet-based telephony service that can be purchased and activated for use with Genesys Cloud CX.

Correct Answer: D

Explanation: Genesys Cloud CX Voice is an internet-based telephony service that can be purchased and activated for use with Genesys Cloud CX. Genesys Cloud CX Voice provides a fully managed phone system that connects your phone

devices with Genesys Cloud CX cloud services. With Genesys Cloud CX Voice, you do not need to configure or maintain any external trunks or telephony infrastructure.

References:

<https://help.mypurecloud.com/articles/about-genesys-cloud-voice/>

<https://help.mypurecloud.com/articles/activate-genesys-cloud-voice/>



QUESTION 5

You suspect that one of your agents is not productive.

Which report would you run to view the agent's time on breaks and login/logout details?

- A. Interaction Details Report
- B. User Status Detail Report
- C. Agent Metrics Report
- D. Queue Metrics Daily Report

Correct Answer: C

Explanation: The Agent Login-Logout Details Report is a report that would help you view an agent's time on breaks and login/logout details. This report shows various metrics related to agent availability and activity, such as total login time,

total logout time, total break time, break reason codes, etc. This report can help you monitor agent productivity and adherence.

References: <https://help.mypurecloud.com/articles/agent-login-logout-details-report/>

<https://help.mypurecloud.com/articles/monitor-agent-adherence/>

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