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QUESTION 1

You are preparing to deploy Genesys Cloud CX and need to order trunks.

Where can you find guidelines on PSTN carrier requirements?

- A. By asking your carrier what you would need.
- B. On the PSTN carrier's web site.
- C. Get a default trunk line installed.
- D. In the Genesys Cloud CX Resource Center.

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/carrier-requirements-byoc-cloud/>

You can find guidelines on PSTN carrier requirements in the Genesys Cloud CX Resource Center. The Genesys Cloud CX Resource Center provides documentation and resources for using and configuring Genesys Cloud CX features and functions. The PSTN carrier requirements article lists the minimum requirements that a PSTN carrier must meet to work with Genesys Cloud CX.

References: <https://help.mypurecloud.com/articles/pstn-carrier-requirements/>

<https://help.mypurecloud.com/>

QUESTION 2

Select the categories of ACD skills that can be added to a user or an interaction. (Choose two.)

- A. Language
- B. Roles
- C. Skills
- D. Queue

Correct Answer: AC

Explanation: Language and Skills are two categories of ACD skills that can be added to a user or an interaction. ACD skills are used to match agents and interactions based on their abilities and requirements. Language skills indicate the languages that an agent can speak or an interaction needs. Skills indicate the areas of expertise or knowledge that an agent has or an interaction requires.

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

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

**QUESTION 3**

Genesys Cloud CX recommends that you deploy Edges in an N+1 configuration.

In the event that an active Edge fails or goes offline for routine maintenance, this configuration ensures that you can:

- A. Place and receive both ACD and non-ACD calls.
- B. Place ACD and non-ACD calls, but not receive.
- C. Receive ACD and non-ACD calls, but not place.
- D. Place and receive ACD calls; non-ACD calls can neither be place nor received.

Correct Answer: A

Explanation: Genesys Cloud CX recommends that you deploy Edges in an N+1 configuration. In the event that an active Edge fails or goes offline for routine maintenance, this configuration ensures that you can place and receive both ACD

and non-ACD calls. An N+1 configuration means that you have one more Edge than you need to handle your peak call volume. This way, if one Edge goes down, another Edge can take over its load without affecting your service quality or availability.

References:

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

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

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

Which of the following types of interactions can be configured for Recording Policies?

- A. Call
- B. Chat
- C. Email
- D. Message
- E. All of the above

Correct Answer: E

Reference:

https://help.genesys.com/pureconnect/mergedprojects/wh_irpe/desktop/edit_initiation_policy_step_3.htm

All types of interactions (Call, Chat, Email, Message) can be configured for Recording Policies. Recording Policies allow administrators to define when and how interactions are recorded based on various criteria, such as queue membership,

direction (inbound or outbound), media type (voice or screen), etc. References:

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

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

QUESTION 6

Select the reasons behind a user not receiving calls through their assigned DID number or extension. (Choose two.)

- A. The DID number and extension are not listed in the DID or extension pools.
- B. The DID number and extension are considered the same numbers and entered into the same phone.
- C. The user does not have the proper license type, roles, and permissions.
- D. The DID number and the extension do not have the same last 4 digits.

Correct Answer: AC

Explanation: The DID number and extension are not listed in the DID or extension pools and the user does not have the proper license type roles and permissions are two reasons behind a user not receiving calls through their assigned DID

number or extension in Genesys Cloud CX Telephony Admin menu.

A DID number is a direct inward dialing number that allows callers to reach an individual user directly without going through an operator or IVR menu. An extension is a short internal number that allows users to reach each other within an



organization without dialing a full phone number. A DID pool is a collection of DID numbers that are available for assignment to users or queues.

An extension pool is a collection of extensions that are available for assignment to users.

To receive calls through their assigned DID number or extension in Genesys Cloud CX Telephony Admin menu , a user needs to have their DID number and extension listed in the DID pool and extension pool respectively . If their DID

number or extension is not listed in the pools , they will not be able to receive calls through them . Additionally , a user needs to have the proper license type , roles , and permissions assigned to their profile to receive calls through their

assigned DID number or extension . A license type determines what features and functions a user can access in Genesys Cloud CX . A role determines what actions a user can perform or see in Genesys Cloud CX . A permission determines

what specific feature or function a user can access within a role . To receive calls through their assigned DID number or extension , a user needs to have a license type that supports telephony features , such as Communicate , Collaborate ,

etc . They also need to have roles that allow them to use telephony features , such as Agent , Supervisor , etc . They also need to have permissions that allow them.

QUESTION 7

You must define the phone configuration in Genesys Cloud CX to associate with a physical phone.

What binds the phone's settings in Genesys Cloud CX to a physical phone?

- A. Phone model
- B. Base settings
- C. Phone name
- D. Hardware ID (MAC address)

Correct Answer: D

Explanation: The hardware ID (MAC address) is what binds the phone's settings in Genesys Cloud CX to a physical phone. A hardware ID is a unique identifier for each network device, such as a phone. You can define the phone

configuration in Genesys Cloud CX by specifying various settings, such as phone name, phone model, base settings, line appearance, etc. However, to associate these settings with a physical phone, you need to enter the hardware ID of the

phone in Genesys Cloud CX.

References:

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

<https://help.mypurecloud.com/articles/add-a-phone/>

QUESTION 8



Your customizations in the interaction view remain in effect even if you leave the view and return to it later.

A. True

B. False

Correct Answer: A

Explanation: Your customizations in the interaction view remain in effect even if you leave the view and return to it later is a true statement. The interaction view is a view that shows various metrics and details related to interaction performance and activities in Genesys Cloud CX Performance menu. The interaction view can help you measure and improve various aspects of your interaction performance and activities, such as: Interaction volume Interaction quality Interaction outcomes Interaction flows Your customizations in the interaction view remain in effect even if you leave the view and return to it later because: You can customize the interaction view by using various filters and columns to show only certain data. For example, you can choose to show only certain columns or filter to see certain types of interactions. You can also save your filter and column settings as a saved view to switch quickly between different data of interest in the same view. Your customizations remain as you navigate from view to view or leave and return to a view. This means that Genesys Cloud CX remembers your preferences and settings for the interaction view and applies them when you access the view again. This can help you save time and effort when you want to see the same data again. References: <https://help.mypurecloud.com/articles/interactions-view-overview/>

<https://help.mypurecloud.com/articles/customize-performance-views/>

QUESTION 9

Alerts that have been read are not included in the alert count, even if they are still active.

A. True

B. False

Correct Answer: B

Explanation: Alerts that have been read are still included in the alert count, even if they are still active. Alerts are notifications that inform you of important events or issues that require your attention in Genesys Cloud CX. Alerts appear as icons with a number indicating the alert count on the top right corner of the Genesys Cloud CX window. You can click on an alert icon to see more details about the alert and take action if needed. However, clicking on an alert icon does not remove it from the alert count unless you resolve or dismiss the alert.

References: <https://help.mypurecloud.com/articles/about-alerts/> <https://help.mypurecloud.com/articles/view-and-manage-alerts/>

QUESTION 10

Which of the following best defines the performance view for Queues?

A. Used to monitor real-time contact center metrics.

B. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.

C. Used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.



D. Used to view historical data only.

Correct Answer: C

The performance view for Queues is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents in Genesys Cloud CX Performance menu. The performance view for Queues is a view that shows various metrics and details related to queue performance and activities in Genesys Cloud CX. The performance view for Queues can help you measure and improve various aspects of your queue performance and activities, such as:

Service level

Abandon rate

Average speed of answer Average handle time

Interaction volume

The performance view for Queues is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents because:

Real-time metrics are metrics that show the current data for agents, queues, skills, interactions, and flows. Real-time metrics are updated every 10 minutes in Genesys Cloud CX Performance menu . You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.

Historical metrics are metrics that show the past data for agents, queues, skills, interactions, and flows. Historical metrics are stored every 10 minutes in Genesys Cloud CX Performance menu . You can see the historical values of various metrics by using the date filter or the pre-set day filter.

Service level % is a metric that shows the percentage of interactions that were answered within a target time threshold during a specified period of time. Service level % can help you measure the quality and efficiency of your queue performance and activities. You can see the real-time and historical service level % of a queue in the performance view for Queues.

Abandon % is a metric that shows the percentage of interactions that were abandoned by the customer or caller before reaching an agent during a specified period of time. Abandon % can help you measure the quality and efficiency of your queue performance and activities. You can see the real-time and historical abandon % of a queue in the performance view for Queues.

Customers waiting is a metric that shows the number of customers or callers who are currently waiting in a queue to be connected to an agent. Customers waiting can help you measure the demand and capacity of your queue performance and activities. You can see the real-time customers waiting of a queue in the performance view for Queues.

Active agents is a metric that shows the number of agents who are currently logged in to Genesys Cloud CX and are available to handle interactions in a queue. Active agents can help you measure the availability and productivity of your queue performance and activities. You can see the real-time active agents of a queue in the performance view for Queues.

References: <https://help.mypurecloud.com/articles/about-reports-views-and-dashboards/>
<https://help.mypurecloud.com/articles/performance-dashboards-overview/> <https://help.mypurecloud.com/articles/queues-views-overview/>

QUESTION 11

Which of the following metrics represents the average amount of time an interaction waits in queue before an agent



answers it?

- A. Average Handle Time
- B. Average Speed of Answer
- C. After Call Work
- D. Average Talk Time

Correct Answer: B

Explanation: Average Speed of Answer (ASA) is the metric that represents the average amount of time an interaction waits in queue before an agent answers it. ASA is calculated by dividing the total wait time of answered interactions by the

number of answered interactions. ASA is an important metric for measuring service level and customer satisfaction.

References: <https://help.mypurecloud.com/glossary/average-speed-of-answer/>

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

QUESTION 12

Which user role is required to perform the deployment and installation of the Genesys Cloud CX organization?

- A. Supervisor
- B. admin
- C. employee
- D. User

Correct Answer: B

Explanation: The user role that is required to perform the deployment and installation of the Genesys Cloud CX organization is admin. The admin role grants full access to all features and functions within Genesys Cloud CX, including

organization settings, integrations, user management, etc. The admin role is also required to activate licenses and subscriptions for Genesys Cloud CX.

References:

<https://help.mypurecloud.com/articles/admin-role/>

<https://help.mypurecloud.com/articles/activate-your-subscription-and-licenses/>

QUESTION 13

Sam wants to install the reporting app on his iPad to access metrics.



Which of the following apps does he need to install?

- A. Genesys Cloud CX Admin
- B. Genesys Cloud CX User
- C. Genesys Cloud CX Reporting
- D. Genesys Cloud CX Supervisor

Correct Answer: D

Explanation: Genesys Cloud CX Supervisor is the app that Sam needs to install on his iPad to access metrics in Genesys Cloud CX Performance menu. Genesys Cloud CX Supervisor is a mobile app that allows supervisors to monitor real-time and historical metrics about their contact center performance and activities in Genesys Cloud CX. Genesys Cloud CX Supervisor can help supervisors manage and improve various aspects of their contact center, such as: Agent performance Queue performance Interaction quality Customer satisfaction Workforce management Genesys Cloud CX Supervisor allows supervisors to access metrics on their iPad by providing various features, such as: Dashboards: Supervisors can view real-time metrics about agents, queues, skills, interactions, and flows on customizable dashboards. Reports: Supervisors can view historical data about agents, queues, skills, interactions, flows, and outcomes on predefined reports. Alerts: Supervisors can receive notifications about important events or issues that affect their contact center performance or activities. Coaching: Supervisors can provide feedback or guidance to agents based on their performance or activities. References: <https://help.mypurecloud.com/articles/about-genesys-cloud-supervisor/> <https://help.mypurecloud.com/articles/install-genesys-cloud-supervisor/>

QUESTION 14

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 15

Amelia is changing departments within the organization and has a new manager. Currently, Genesys Cloud CX is not synchronized with the HR systems.

What steps should you take to update her reporting structure in Genesys Cloud CX?

- A. Do nothing. Genesys Cloud CX will update everything automatically.
- B. Update her manager in her profile. Genesys Cloud CX will automatically update her place in the hierarchy.
- C. Update her peers. Genesys Cloud CX will then update her manager automatically.
- D. Update her manager and her peers in her profile.

Correct Answer: B

Explanation: The steps you should take to update Amelia's reporting structure in Genesys Cloud CX are to update her manager in her profile and let Genesys Cloud CX automatically update her place in the hierarchy. You can change a user's

manager by editing their profile and selecting a new manager from a list of users. Genesys Cloud CX will then update the user's position in the organizational hierarchy based on their manager.

References:

<https://help.mypurecloud.com/articles/change-a-users-manager/>

<https://help.mypurecloud.com/articles/view-the-organizational-hierarchy/>

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