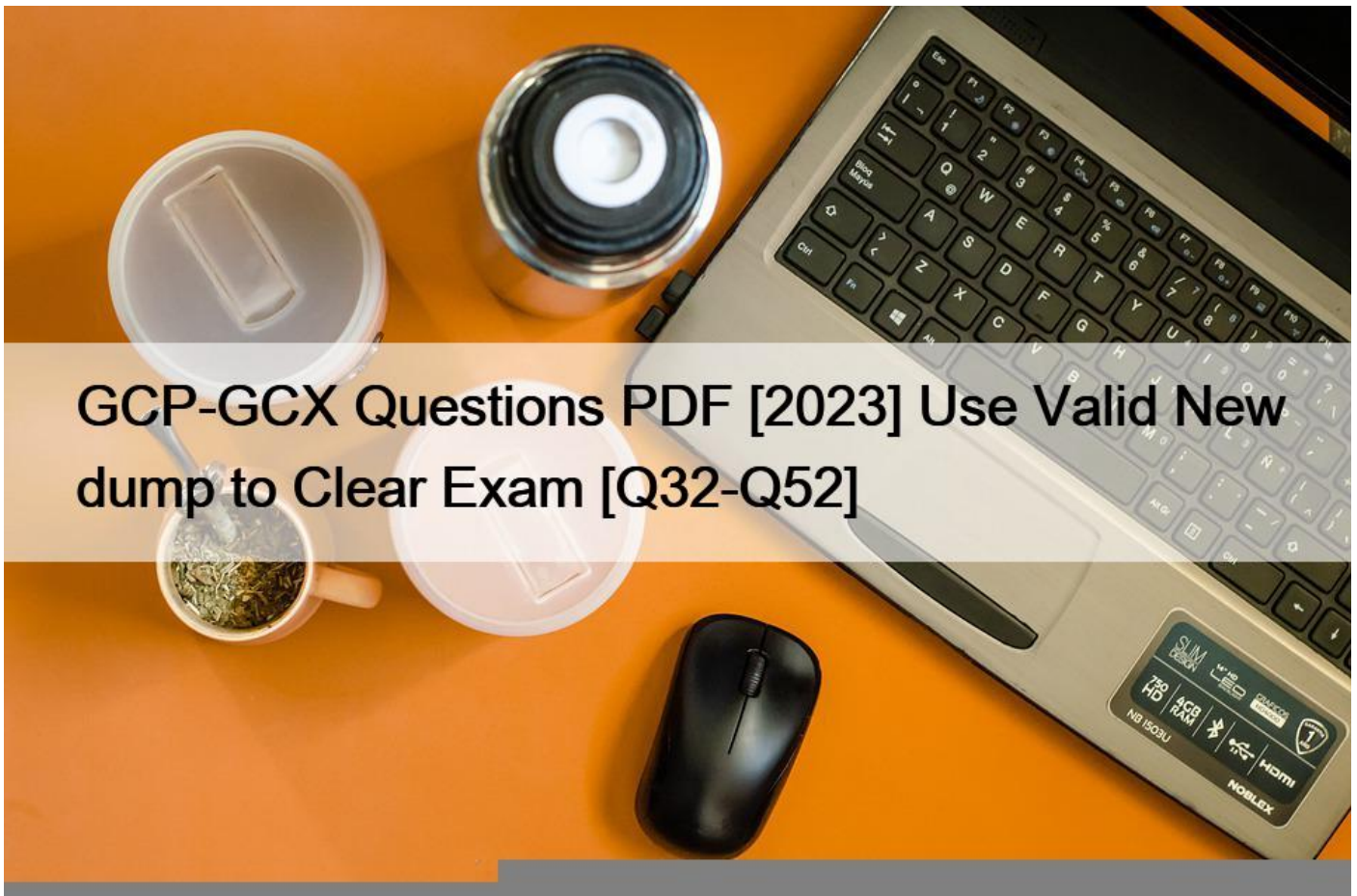


## GCP-GCX Questions PDF [2023 Use Valid New dump to Clear Exam [Q32-Q52]



### GCP-GCX Questions PDF [2023 Use Valid New dump to Clear Exam Passing Genesys GCP-GCX Exam Using 2023 Practice Tests

The GCP-GCX Exam is a comprehensive exam that covers all aspects of Genesys Cloud CX. GCP-GCX exam is designed to test individuals on their knowledge of the platform, as well as their ability to apply that knowledge in practical scenarios. The GCP-GCX Exam is an important certification for professionals who work with Genesys Cloud CX and is highly valued by employers. By passing the GCP-GCX Exam, professionals can demonstrate their proficiency in Genesys Cloud CX and open up new career opportunities in the field.

**Q32.** Number plan determines how many and which digits are necessary for call routing.

- \* True
- \* False

**Q33.** Which of the following operating systems are supported by Genesys Cloud CX mobile applications? (Choose two.)

- \* Harmony OS
- \* iOS

- \* Windows 10 Mobile
  - \* Android
- Explanation

iOS and Android are two operating systems that are supported by Genesys Cloud CX mobile applications.

Genesys Cloud CX mobile applications are apps that allow users to access various features and functions of Genesys Cloud CX on their mobile devices, such as smartphones or tablets. Genesys Cloud CX mobile applications are available for iOS and Android devices and can be downloaded from the App Store or Google Play Store respectively. Genesys Cloud CX mobile applications enable users to communicate and collaborate with other users, manage their status and availability, view their performance metrics and notifications, and more. References: <https://help.mypurecloud.com/articles/about-genesys-cloud-mobile-apps/>

<https://help.mypurecloud.com/articles/install-the-genesys-cloud-mobile-app/>

**Q34.** What is the distinguishing feature between queues and groups?

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

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/>

**Q35.** 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.
- \* Place ACD and non-ACD calls, but not receive.
- \* Receive ACD and non-ACD calls, but not place.
- \* Place and receive ACD calls; non-ACD calls can neither be place nor received.

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/>

**Q36.** What is the maximum limit for creating performance dashboards for private users?

- \* 10
- \* 15
- \* 20

\* 25

#### Explanation

The maximum limit for creating performance dashboards for private users is 10. A performance dashboard is a customizable view that shows real-time or historical data for various aspects of Genesys Cloud CX operations, such as queues, agents, interactions, etc. You can create performance dashboards for your own use (private) or share them with other users (public). The limit for creating public performance dashboards is 50. References:

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

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

**Q37.** A user who is freshly added to Genesys Cloud CX realizes that there is no phone call icon on the left pane, preventing the user from making or receiving calls.

What is the most likely reason for this?

- \* The user may have deleted the icon.
- \* The user is not assigned the appropriate role.
- \* The user's phone is unplugged.
- \* The phone number is being used by a different user.

#### Explanation

The most likely reason for a user not seeing the phone call icon on the left pane is that the user is not assigned the appropriate role. A role is a collection of permissions that define what a user can do or see in Genesys Cloud CX. A permission is a granular setting that controls access to a specific feature or function. To make or receive calls in Genesys Cloud CX, a user needs to have certain permissions assigned to their role, such as Telephony > Plugin > All and Telephony > Call > Control > All. If a user does not have these permissions, they will not see the phone call icon on the left pane and will not be able to use telephony features. References:

<https://help.mypurecloud.com/articles/about-roles-and-permissions/>

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

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

**Q38.** Which report displays the length of each session for one or more agents over a specified period of time?

- \* Agent Activity Summary Report
- \* Agent Metrics Report
- \* Agent Login-Logout Details Report
- \* Agent Quality Details Report

**Q39.** Unused reports need to be disabled manually to prevent unnecessary load on the system.

- \* True
- \* False

**Q40.** Which options can be configured when setting up a queue? (Choose two.)

- \* Wrap-up Codes
- \* ACD Skills
- \* Utilization
- \* Alerting Timeout
- \* Inbound Flows

**Q41.** 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.)

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

Explanation

Collecting general information such as building address, number of floors, location contact information, etc and having Admin rights to Genesys Cloud CX are two prerequisites to perform the task of adding a new location to Genesys Cloud CX. A location is an entity that represents a physical site or building where users or devices are located in Genesys Cloud CX. A location can have various attributes configured to define its behavior and appearance, such as:

- \* Building address
- \* Number of floors
- \* Location contact information
- \* Emergency number
- \* Time zone
- \* Language
- \* Currency

To add a new location to Genesys Cloud CX, a user needs to have Admin permission assigned to their role.

Admin permission is a granular setting that controls access to administrative features and functions in Genesys Cloud CX. Admin permission is usually assigned to administrators or supervisors who need to manage various aspects of the organization's account. References: <https://help.mypurecloud.com/articles/location-overview/>

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

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

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

**Q42.** All of the following are steps that need to be completed to configure an Edge appliance, EXCEPT

- 
- \* Create a Site
  - \* Assign the Edge to a Site
  - \* Configure a trunk
  - \* Create an Edge Group
  - \* Associate the network interface

- \* Authenticate the Edge
- \* Configure the Edge Connectors

#### Explanation

Configuring a trunk is not a step that needs to be completed to configure an Edge appliance. A trunk is a connection between Genesys Cloud CX and an external telephony provider, such as a carrier or a PBX. A trunk is not part of the Edge configuration, but rather a separate entity that can be associated with an Edge group. The steps that need to be completed to configure an Edge appliance are:

- \* Create a Site
- \* Create an Edge Group
- \* Associate the network interface
- \* Authenticate the Edge
- \* Configure the Edge Connectors
- \* Assign the Edge to a Site References: <https://help.mypurecloud.com/articles/configure-an-edge-device/>
- \* <https://help.mypurecloud.com/articles/about-trunks/>

**Q43.** Bullseye routing method relaxes the required skills as the selection pool expands from one ring to the next.

What is the maximum number of rings that can be defined for Bullseye routing?

- \* 8
- \* 6
- \* 4
- \* 2

**Q44.** You can add more than one outbound route to the contact center.

- \* True
- \* False

**Q45.** You cannot add variables to a script.

- \* True
- \* False

**Q46.** \_\_\_\_\_ binds the numbering plan with the trunk.

- \* Inbound route
- \* Outbound route
- \* Edge
- \* Edge Group

#### Explanation

Outbound route is what binds the numbering plan with the trunk in Genesys Cloud CX Telephony Admin menu. An outbound route is a logical connection that allows voice communication from Genesys Cloud CX to an external system or network using a trunk. An outbound route can have various options configured to define its behavior and performance, such as:

- \* Numbering plan
- \* Trunk
- \* Classification
- \* Priority

An outbound route binds the numbering plan with the trunk by specifying which numbering plan and which trunk to use for outgoing calls based on the classification of the destination number. An outbound route can also specify the priority of the trunk to use when multiple trunks are available for the same classification.

References: <https://help.mypurecloud.com/glossary/outbound-route/>

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

**Q47.** Your customizations in the interaction view remain in effect even if you leave the view and return to it later.

- \* True
- \* False

**Q48.** Select the factors which can cause report generation failures and increased runtimes. (Choose two.)

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

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/>

**Q49.** Why are Divisions important in an organization?

- \* Divisions are used to divide interactions equally between 2 or more queues.
- \* Divisions allow the organization to control which roles can be assigned to users.
- \* Divisions allow grouping and segregation of objects while keeping them inside the same organization.
- \* Divisions define which users can be assigned to queues.

Explanation

Divisions are important in an organization because they allow grouping and segregation of objects while keeping them inside the same organization. A division is a logical container that holds various objects in Genesys Cloud CX, such as users, queues, flows, etc. Divisions enable administrators to control access and visibility of these objects based on roles and permissions. For example, administrators can use divisions to separate different business units or teams within an organization and assign different roles and permissions to each division. References: <https://help.mypurecloud.com/glossary/division/>

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

**Q50.** What additional functionality does Communicate bring to Genesys Cloud CX?

- \* Knowledge-based features, such as FAQs and communities.
- \* Unified communications features, such as telephony, unified messaging, voice conferencing, and auto-attendant.
- \* Call center features, such as ACD and scripting.
- \* Directory capabilities, such as advanced search, profiles, and keyword searching.

**Q51.** You cannot add variables to a script.

- \* True
- \* False

Explanation

You can add variables to a script. A variable is a placeholder for a value that can change during the execution of a script. Variables can store various types of data, such as text, numbers, booleans, etc. You can use variables to display or collect information in a script, such as customer name, account number, order status, etc. You can create your own custom variables or use built-in variables that are provided by Genesys Cloud CX. References: <https://help.mypurecloud.com/articles/about-variables-and-expressions/>

<https://help.mypurecloud.com/articles/add-script-variable/>

<https://help.mypurecloud.com/articles/built-in-script-variables/>

**Q52.** Which of the following is NOT a feature of Genesys Cloud CX contact center?

- \* Human Capital Management
- \* Workforce Management
- \* Quality Management
- \* Automatic Call Distribution

Genesys Cloud CX platform is a cloud-based customer experience solution that provides businesses with a range of tools and features to enhance customer interactions. The GCP-GCX certification exam is designed to test the knowledge and skills required to effectively use and manage this platform. This includes understanding the key features and functionality of the platform, configuring and managing users and groups, and troubleshooting common issues. Genesys Cloud CX Certified Professional - Consolidated Exam certification program also covers advanced topics such as integration with other systems and optimizing the platform for



specific business needs.

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<https://www.testkingfree.com/Genesys/GCP-GCX-practice-exam-dumps.html>