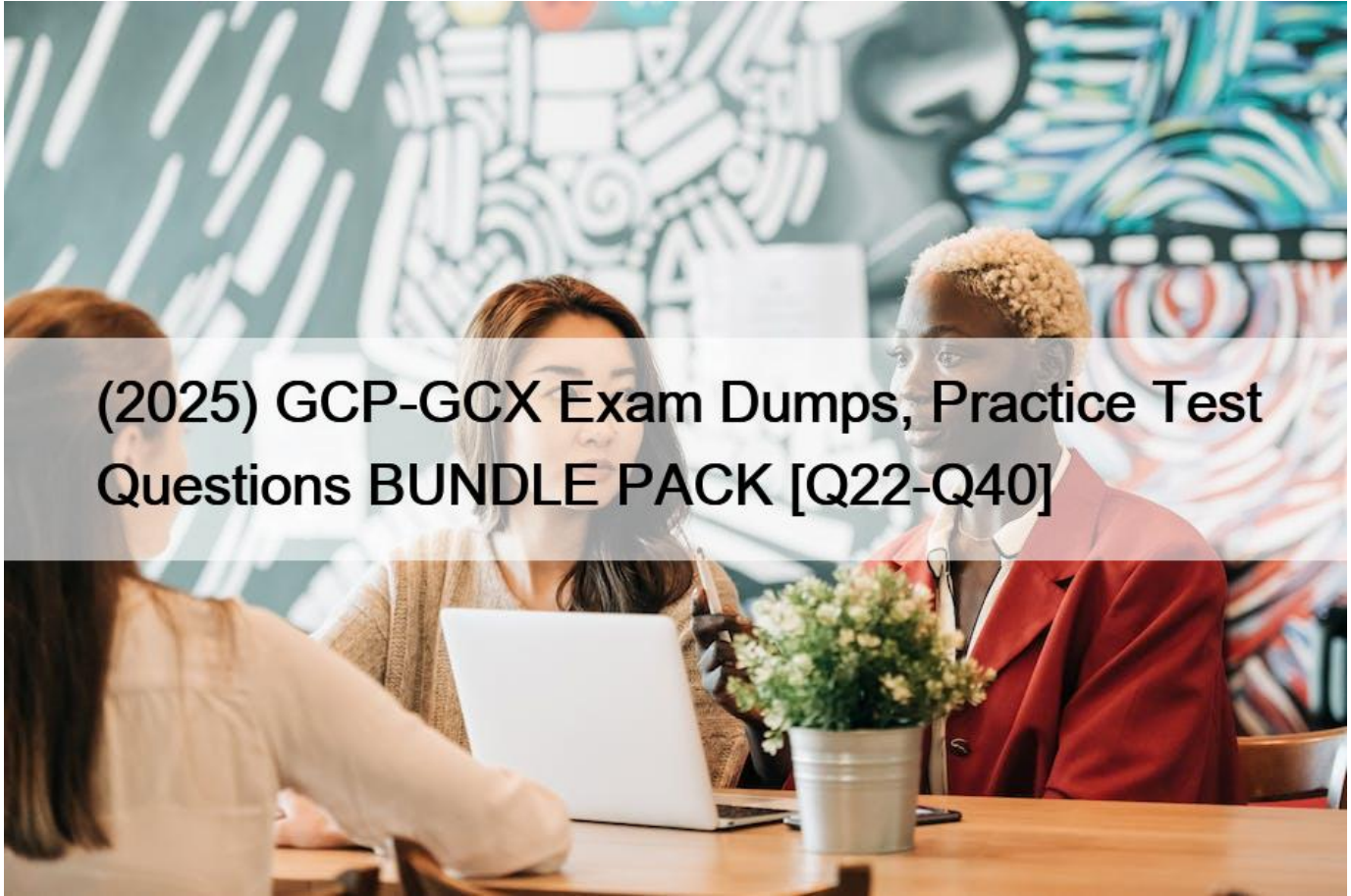


(2025) GCP-GCX Exam Dumps, Practice Test Questions BUNDLE PACK [Q22-Q40]



(2025) GCP-GCX Exam Dumps, Practice Test Questions BUNDLE PACK Genesys Cloud CX Certification GCP-GCX Sample Questions Reliable NEW QUESTION 22

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

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

NEW QUESTION 23

Which Genesys Cloud CX feature helps reduce wait time for each call?

- * Automatic Call Distribution
- * Workforce Management
- * Skill-based Routing
- * IVR

NEW QUESTION 24

Genesys Cloud CX tracks metric statistics in _____ minute intervals.

- * 20
- * 30
- * 45
- * 10

NEW QUESTION 25

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

Where can you find guidelines on PSTN carrier requirements?

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

Reference:

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.

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

NEW QUESTION 26

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

NEW QUESTION 27

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

- * Call
- * Chat
- * Email
- * Message
- * All of the above

Reference:

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

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

NEW QUESTION 28

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

- * Routing
- * Queue Management
- * Workforce Management
- * Reporting and Analytics

NEW QUESTION 29

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

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

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/>

NEW QUESTION 30

Select all available options for adding widgets to a performance dashboard. (Choose four.)

- * Agent Status
- * Grid
- * Text
- * Metric
- * Interaction
- * Chart

Explanation

Grid, Text, Metric, and Chart are four available options for adding widgets to a performance dashboard. A widget is a component that displays data in a specific format on a performance dashboard. You can add different types of widgets to customize your dashboard and show the data that you need. The other available options for adding widgets are Agent Status and Web Content. References:

<https://help.mypurecloud.com/articles/add-widgets-to-a-performance-dashboard/>

<https://help.mypurecloud.com/articles/widget-types/>

NEW QUESTION 31

Which of the following best defines the ACD evaluation method Best Available Skills?

- * Looks for the first available agent and Ignores any skill requirements
- * A Matches the interaction to the first available agent who has all of the requested skills.
- * Evaluates the first 100 agents to find the agent with the highest average proficiency rating
- * The average is calculated using the agent's proficiency rating for each of the requested skills

The Automatic Call Distribution (ACD) evaluation method **Best Available Skills**; in Genesys Cloud CX is designed to optimize the matching of interactions to agents based on skill proficiency. This method evaluates the skill proficiency ratings of the first 100 available agents and selects the agent with the highest average proficiency rating across the required skills for the interaction. This approach ensures that the most qualified agent is chosen to handle the interaction, leading to improved customer satisfaction and more efficient resolution of inquiries.

NEW QUESTION 32

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

- * True
- * False

NEW QUESTION 33

Profiles can contain various types of information about people in the organization.

Why it is essential to have employees complete their profile information?

- * Searches performed in the Genesys Cloud CX suite use information in the profile to return appropriate results.
- * The education information can be verified against the human resources database.
- * The profile information can be used to keep LinkedIn details updated.
- * When employees have free time, they can review biographies of their peers.

Reference:

It is essential to have employees complete their profile information because searches performed in the Genesys Cloud CX suite use information in the profile to return appropriate results. Profiles can contain various types of information about people in the organization, such as name, title, department, location, skills, biography, etc. These information can help users find and connect with other users within Genesys Cloud CX. Reference: <https://help.mypurecloud.com/articles/about-profiles/>
<https://help.mypurecloud.com/articles/search-for-people/>

NEW QUESTION 34

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.

Communicate is a feature that brings unified communications features to Genesys Cloud CX, such as telephony, unified messaging, voice conferencing, and auto-attendant. Communicate allows users to make and receive phone calls, send and receive messages, join voice conferences, and access voicemail within Genesys Cloud CX. Communicate also integrates with third-party applications, such as Salesforce, Microsoft Teams, Zoom, etc. Reference: <https://www.genesys.com/pricing>
<https://www.genesys.com/genesys-cloud/features/communicate>

NEW QUESTION 35

Sam is in charge of handling incoming interactions that are sent via the queue. Some calls enter and exit the queue without being

handled or terminated.

What terminology is used to describe such calls?

- * IVR
- * Abandon
- * Flow-outs
- * Disconnect

Flow-outs is the terminology used to describe calls that enter and exit the queue without being handled or terminated in Genesys Cloud CX Performance menu. A flow-out is a call that was offered to a queue or an agent group, but exited the queue or the agent group before reaching an agent or being abandoned by the caller. A flow-out can occur for various reasons, such as:

The call was transferred to another queue or resource group by a routing strategy
The call was transferred to voicemail after a timeout by a routing strategy
The call was handled by an IVR or a bot without reaching an agent
Flow-outs can affect various metrics in Genesys Cloud CX Performance menu , such as :

Flow-out Count : The number of calls that flowed out of a queue or an agent group during a specified period of time .

Flow-out Rate : The percentage of calls that flowed out of a queue or an agent group during a specified period of time .

Service Level : The percentage of calls that were answered within a target time threshold during a specified period of time .

NEW QUESTION 36

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

- * AI
- * VR
- * Digital
- * Human Capital Management
- * Workforce Engagement

NEW QUESTION 37

What level of permissions does a user require to view the organization settings?

- * Admin
- * Agent
- * Supervisor
- * All of the above

Admin is the level of permissions that a user requires to view the organization settings in Genesys Cloud CX. Organization settings are various options that define the behavior and appearance of your organization's account in Genesys Cloud CX.

Organization settings include various features and functions, such as:

Organization name

Organization ID

Time zone

Language

Currency

Logo

To view the organization settings in 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. Reference: <https://help.mypurecloud.com/articles/organization-settings-overview/>
<https://help.mypurecloud.com/articles/about-permissions/> <https://help.mypurecloud.com/articles/admin-permission/>

NEW QUESTION 38

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

- * Text Chat
- * AI Chat
- * Video Chat
- * Content Management

Explanation

AI Chat is not a Genesys Cloud CX Collaborate feature. Collaborate is a feature that enables internal communication and collaboration among users within an organization using Genesys Cloud CX. Collaborate provides various features and functions for users to interact with each other in real time or asynchronously, such as:

- * Text Chat
- * Video Chat
- * Content Management
- * Group Messaging
- * Presence Indicators

AI Chat is a feature that enables external communication and automation using artificial intelligence (AI) powered chatbots or voicebots. AI Chat provides various features and functions for customers to interact with chatbots or voicebots using natural language processing (NLP) and machine learning (ML), such as:

- * Intent Recognition
- * Entity Extraction
- * Sentiment Analysis
- * Conversation Flow
- * Knowledge Base

References: <https://help.mypurecloud.com/articles/collaborate-overview/>

<https://help.mypurecloud.com/glossary/ai-chat/>

NEW QUESTION 39

Select all access level permission types for workspace (Documents > Workspace) membership. (Choose three.)

- * Full Access
- * Partial
- * Read-Only
- * Write-Only
- * Contributor
- * Collaborator

NEW QUESTION 40

WebRTC phones require all hardware and software to be properly installed.

- * True
- * False

Explanation

WebRTC phones require all hardware and software to be properly installed is a false statement. WebRTC phones are phones that use WebRTC technology to enable voice communication over the internet or other networks using a web browser. WebRTC phones do not require any hardware or software installation on the PC or device. WebRTC phones run right from the browser and use the built-in microphone and speaker of the PC or device. WebRTC phones can also work with headsets that have built-in call controls.

Genesys Cloud CX supports WebRTC technology with the Genesys Cloud CX WebRTC phone. The Genesys Cloud CX WebRTC phone is a phone that runs right from your browser and allows you to make and receive calls in Genesys Cloud CX. The Genesys Cloud CX WebRTC phone does not require any hardware or software installation on your PC or device. The Genesys Cloud CX WebRTC phone uses the built-in microphone and speaker of your PC or device. The Genesys Cloud CX WebRTC phone can also work with headsets that have built-in call controls. References:

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

<https://help.mypurecloud.com/articles/requirements-for-webrtc-phones/>

Prepare for the Actual Genesys Cloud CX GCP-GCX Exam Practice Materials Collection:

https://www.braindumpsit.com/GCP-GCX_real-exam.html