[2025 New GCP-GCX exam dumps Use Updated Genesys Exam [Q63-Q78

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Verified GCP-GCX Dumps Q&As - GCP-GCX Test Engine with Correct Answers

QUESTION 63

Select all access level permission types for workspace (Documents > Workspace) membership. (Choose three.)
* Full Access
* Partial
* Read-Only
* Write-Only
* Contributor
* Collaborator
Explanation

Full Access, Read-Only, and Contributor are three access level permission types for workspace (Documents > Workspace) membership in Genesys Cloud CX Collaborate. Workspace is a feature that allows users to create and manage documents in Genesys Cloud CX Collaborate. Workspace provides various features and functions for users to create, edit, share, organize, and

search documents within an organization. Users can have different access level permissions for workspace membership based on their roles and needs. The access level permissions for workspace membership are:

* Full Access: Users can create, edit, delete, share, move, copy, tag, download, upload, and view any document in the workspace.

* Read-Only: Users can only view documents in the workspace. They cannot create, edit, delete, share,

* move, copy, tag, download, or upload any document in the workspace.

* Contributor: Users can create new documents in the workspace and edit or delete their own documents.

They can also share, move, copy, tag, download, upload, and view any document in the workspace.

Some other access level permission types for workspace membership are Owner and Collaborator. References:

https://help.mypurecloud.com/articles/workspace-overview/

https://help.mypurecloud.com/articles/manage-workspace-membership/

QUESTION 64

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/

QUESTION 65

Select the categories of Prompts in Architect. (Choose two.)
* User
* Menu
* Data
* System

QUESTION 66

Which of the following is NOT a Genesys Cloud CX Collaborate feature?
* Text Chat
* AI Chat
* Video Chat
* Content Management
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

QUESTION 67

Organization setting that can be configured include: Choose 2 answers
* Queue Management
* invite Links
* Default Language
* Skill

Organization settings in Genesys Cloud CX can be configured to tailor the system to the specific needs of the organization. “Invite Links” and “Default Language” are examples of such settings. “Invite Links” allows administrators to control how users are invited to the system, and “Default Language” sets the default language for the user interface, affecting all users unless they have set their own language preference.

QUESTION 68

If you have not created any additional templates, you will have several default template options when creating a new script.

These default templates are: (Choose four.)
* Blank Script
* Default Callback Script
* Default Inbound Script
* Default Outbound Script
* Collection Script Template
* Sales Script Template

Explanation

Blank Script, Default Callback Script, Default Inbound Script, and Default Outbound Script are four default template options when creating a new script if you have not created any additional templates. A template is a reusable script layout that defines the structure and content of a script. You can use templates to create scripts faster and more consistently. Genesys Cloud CX provides four default templates for different types of scripts:

* Blank Script is an empty template that allows you to create a script from scratch.

* Default Callback Script is a template for scripts that handle callback interactions.

* Default Inbound Script is a template for scripts that handle inbound interactions.

* Default Outbound Script is a template for scripts that handle outbound interactions.

You can also create your own custom templates for scripts based on your needs. References:

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

https://help.mypurecloud.com/articles/create-a-script-from-a-template/

QUESTION 69

Where are Genesys Cloud CX call recordings stored by default?
* Edges
* Cloud
* Web Service
* AWS Cloud

QUESTION 70

Which view helps supervisors analyze performance issues with a specific skill in one or more queues?
* Skills Performance
* Queues Activity
* Agents
* Interactions
Reference:

The Skills Performance view helps supervisors analyze performance issues with a specific skill in one or more queues. It shows metrics such as service level, average speed of answer, average handle time, and abandonment rate for each skill. Supervisors can use this view to identify skills that need more training or staffing. Reference:
https://help.mypurecloud.com/articles/skills-performance-view/

QUESTION 71

Which of the following attributes ensure that the interactions are routed to the most qualified agent? (Choose two.)
* Languages
* Medians
* Skills
* Index Ratings

*   Knowledge levels

Languages and skills are two attributes that ensure that the interactions are routed to the most qualified agent. Languages and skills are ratings that indicate an agent’s proficiency or preference for handling certain types of interactions or customers. For example:

Languages indicate an agent’s ability to speak or write in different languages.

Skills indicate an agent’s capability or willingness to handle different media types or queues.

Genesys Cloud CX routing uses these attributes to match each interaction with an agent who has the highest ratings for those attributes. Reference: https://help.mypurecloud.com/articles/about-acd-evaluation-methods/
https://help.mypurecloud.com/articles/add-language-skills-to-an-agent-profile/
https://help.mypurecloud.com/articles/add-acd-skills-to-an-agent-profile/

QUESTION 72

Currently, you manage all agents’ schedules using a spreadsheet. This shows when each agent is working, when they are on breaks, and when they have meetings or other events that take them away from the queue. You would like to manage these in an easier and more automated way.

Which Genesys Cloud CX contact center feature can you use to replace and automate the spreadsheet schedule?
*   Genesys Cloud CX Workforce Management
*   Genesys Cloud CX API
*   Genesys Cloud CX Architect
*   Genesys Cloud CX Reporting and Analytics

Genesys Cloud CX Workforce Management is a feature that can replace and automate the spreadsheet schedule. Workforce Management is a system that helps contact center managers and supervisors plan and optimize agent schedules based on various factors, such as forecasted workload, agent availability, skills, preferences, etc. Workforce Management can also track and monitor agent adherence and performance in real time and provide reports and analytics on various metrics. Reference:
https://help.mypurecloud.com/articles/about-workforce-management/
https://help.mypurecloud.com/articles/workforce-management-overview/

QUESTION 73

Which of the following add-on options are provided in Genesys Cloud CX? (Choose three.)
*   AI
*   VR
*   Digital
*   Human Capital Management
*   Workforce Engagement

AI, Digital, and Workforce Engagement are some of the add-on options provided in Genesys Cloud CX. These options allow customers to enhance their Genesys Cloud CX solution with additional features and capabilities. AI enables customers to leverage artificial intelligence and machine learning for various use cases, such as chatbots, predictive engagement, voicebots, etc. Digital enables customers to support multiple digital channels, such as chat, email, message, social media, etc. Workforce Engagement enables customers to optimize their workforce management, quality management, performance management, etc. Reference:
https://www.genesys.com/pricing https://www.genesys.com/genesys-cloud/features/ai
https://www.genesys.com/genesys-cloud/features/digital https://www.genesys.com/genesys-cloud/features/workforce-engagement

QUESTION 74

When you change an agent's queue status from On Queue to Off Queue, what is the agent's status displayed as in the view?

* Available
* Busy
* Away
* Break

When an agent's queue status is changed from On Queue to Off Queue in Genesys Cloud CX, their status is typically displayed as "Away" in the system views. This indicates that the agent is not currently available to handle new interactions in the queue, but it does not necessarily mean the agent is not working; they could be engaged in after-call work, training, or other non-queue activities.

QUESTION 75

Which of the following statements defines a critical question in an Evaluation Form?

* Critical questions are used to prioritize questions that are critical to the success of an interaction. A separate critical score is calculated for critical questions.
* Critical questions are questions that the agent must answer.
* Critical questions are multiple choice questions that have a higher weightage than non-critical questions.
* If answered "No", critical questions will result in an evaluation score of zero for the interaction.

QUESTION 76

Select the categories of Prompts in Architect. (Choose two.)

* User
* Menu
* Data
* System

User and System are two categories of prompts in Architect. Prompts are containers that hold audio messages and text-to-speech pairings on a per language basis. User prompts are company-specific prompts created by Architect users. System prompts are Architect-provided, generic prompts to indicate numbers, dates, days of the week, months, and so on. Reference: https://help.mypurecloud.com/articles/call-prompts/ https://help.mypurecloud.com/articles/user-prompts/

QUESTION 77

Which of the following Edge features provides client and server-side call matching?

* SIP gateway
* SIP proxy
* Media server
* Call broker

Call broker is the Edge feature that provides client and server-side call matching. Call broker is a service that runs on the Edge device and manages call control and signaling for inbound and outbound calls. Call broker matches incoming calls with outgoing calls based on various criteria, such as caller ID, DNIS, ANI, etc. Reference: https://help.mypurecloud.com/articles/edge-device-overview/ https://help.mypurecloud.com/articles/call-broker/

QUESTION 78

Routing is a part of customer communication that connects the customer with an appropriate automated resource or agent.

* True
* False

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