[Jan 05, 2024 Verified GCP-GCX dumps and 112 unique questions [Q43-Q65

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Genesys GCP-GCX certification exam is an excellent way for professionals to demonstrate their expertise in Genesys Cloud CX and to enhance their career prospects in customer service, sales, and IT. By passing GCP-GCX exam, individuals can prove their ability to manage and administer the Genesys Cloud CX platform effectively, which can lead to better job opportunities and higher salaries.

Q43. In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by:
* Specifying the premium-rate numbers you would like to restrict access to, while subscribing to Genesys Cloud CX.
* Creating a number-plan to identify premium-rate numbers.
* Manually training users to prevent calling premium-rate numbers.
* Configuring trunks to identify premium-rate numbers.

Q44. 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

Q45. Which Genesys Cloud CX feature helps reduce wait time for each call?
* Automatic Call Distribution
* Workforce Management
* Skill-based Routing
* IVR

Q46. Which of the following statements is NOT true regarding numbering plan?
* It is a telecommunication scheme where telephone numbers are assigned to subscribers and telephony endpoints.
* Numbering plan is also known as a dial plan.
* Numbering plan can be added or modified based on the organizational requirements.
* It has to be created manually.

Q47. Which of the following add-on options are provided in Genesys Cloud CX? (Choose three.)
* AI
* VR
* Digital
* Human Capital Management
* Workforce Engagement
Explanation

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. References:

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

Q48. To assign extensions to users, you must first _____.
* Create a pool of extensions.
* Buy the extension number from the carrier.
* Add the extension to the dial plan.
* Assign the extension to the user’s phone.

Q49. How do you represent your organization when you contact the Genesys Cloud CX support team?
* Organization ID
* Company Name
* Agent Name
* ID

Explanation

Organization ID is how you represent your organization when you contact the Genesys Cloud CX support team. Organization ID is a unique identifier that is assigned to your organization when you sign up for Genesys Cloud CX. Organization ID helps the Genesys Cloud CX support team to locate your organization’s account information and provide faster and better service. You can find your organization ID by clicking Admin > Account Settings > Organization Settings in Genesys Cloud CX window. References:

https://help.mypurecloud.com/articles/organization-id/

https://help.mypurecloud.com/articles/contact-genesys-cloud-customer-care/

Q50. Genesys Cloud CX Voice is _____.
* A third-party service that provides external Phone Trunks.
* A help bot that is available within Genesys Cloud CX chat.
* Another name for Genesys Cloud CX.
* An internet-based telephony service that can be purchased and activated for use with Genesys Cloud CX.

Q51. Unused reports need to be disabled manually to prevent unnecessary load on the system.
* True
* False
Explanation

Unused reports do not need to be disabled manually to prevent unnecessary load on the system. Genesys Cloud CX automatically disables reports that have not been run for more than 90 days. This feature helps optimize system performance and reduce resource consumption. You can re-enable disabled reports at any time from the Reports page in Genesys Cloud CX Admin. References:

https://help.mypurecloud.com/articles/about-reports/

https://help.mypurecloud.com/articles/disable-and-enable-reports/

Q52. 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?
* Add meaningful tags to the document.
* Add a priority of “High” to the document.
* Ensure that the document name is easy to search for.
* Number the document such that it appears on the top of the list.

Q53. Unused reports need to be disabled manually to prevent unnecessary load on the system.
* True
* False

Q54. You can allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization.
* True
* False
Explanation

You cannot allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your

organization is a false statement. You can allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization by using feedback email groups in Genesys Cloud CX Collaborate Content Management. Feedback email groups are groups of email addresses that receive feedback messages from users who view content items in Content Management. Content items are files or links that contain information or resources related to various topics or categories in Content Management. You can create feedback email groups and assign them to content items or categories based on your needs. References: https://help.mypurecloud.com/articles/content-management-overview/

https://help.mypurecloud.com/articles/create-a-feedback-email-group/

https://help.mypurecloud.com/articles/assign-a-feedback-email-group-to-a-content-item-or-category/

Q55. Which of the following Edge feature contains the built-in remote survivability mode?
* SIP gateway
* Call broker
* SIP proxy
* Disaster recovery
Explanation

SIP proxy is the Edge feature that contains the built-in remote survivability mode. Remote survivability mode is a feature that allows the Edge to continue to provide core telephony services even when it loses connection with Genesys Cloud CX. The SIP proxy service on the Edge detects the loss of connection and switches to remote survivability mode. In this mode, the Edge can still route calls to and from phones, SIP trunks, and telephony gateways based on the last known configuration from Genesys Cloud CX. References:

https://help.mypurecloud.com/articles/edge-device-overview/

https://help.mypurecloud.com/articles/edge-remote-survivability-faqs/

Q56. Routing is a part of customer communication that connects the customer with an appropriate automated resource or agent.
* True
* False

Q57. Genesys Cloud CX is fully supported on which of the following browsers? (Choose two.)
* Internet Explorer
* Firefox
* Chrome
* Safari
* Opera
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/

Q58. Which of following file formats are available to export a report? (Choose three.)

* .doc
* .xls
* .txt
* .docx
* .xlsx
* .pdf

Q59. Select all the question types available while creating an Evaluation Form. (Choose three.)
* Multiple Choice
* Yes/No
* Fill in the blank
* Range
* Multiple Response

Q60. Policies automate repetitive quality management tasks.

Which of the following items could be defined as policies? (Choose three.)
* Update the Do Not Call list with records that have the appropriate wrap-up code.
* Specify time sets as a matching criteria.
* Set up a schedule to run a daily report.
* Automatically assign an evaluation for all calls over 5 minutes.
* Determine how long to retain recordings and whether to archive or delete them.
Explanation

Update the Do Not Call list with records that have the appropriate wrap-up code, automatically assign an evaluation for all calls over 5 minutes, and determine how long to retain recordings and whether to archive or delete them are three items that could be defined as policies in Genesys Cloud CX Quality Management.

Policies are rules that automate repetitive quality management tasks based on various criteria and conditions.

Policies can help contact center managers and supervisors streamline their quality management processes and ensure compliance with best practices and regulations. References:

https://help.mypurecloud.com/articles/about-policies/ https://help.mypurecloud.com/articles/create-a-policy/

Q61. 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

Q62. Jenny is monitoring five queues in real-time. She identifies one of the queues’ Service Level percentage to be below the threshold level.

Which of the following will help her view specific information about the queue in real-time?

* My Queues Activity
* Queues Activity
* Queue Performance
* Performance Dashboard
Explanation

Queue Performance is a view that can help Jenny view specific information about a queue in real-time. This view shows various metrics and details related to a queue’s performance and service level, such as interactions waiting, interactions interacting, longest waiting time, average speed of answer, etc. Jenny can select a queue from the list and see its current statistics in a graphical or tabular format. References:

https://help.mypurecloud.com/articles/queue-performance-view/

https://help.mypurecloud.com/articles/select-a-queue/

Q63. Select all the question types available while creating an Evaluation Form. (Choose three.)
* Multiple Choice
* Yes/No
* Fill in the blank
* Range
* Multiple Response
Explanation

Multiple Choice, Yes/No, and Range are three question types available while creating an Evaluation Form in Genesys Cloud CX Quality Management. An Evaluation Form is a template that defines the structure and content of an evaluation. An Evaluation Form consists of various questions that assess different aspects of an agent interaction based on predefined criteria and scoring methods. You can use different types of questions to create an Evaluation Form based on your needs. The other available question types are Comment Box and Scored Comment Box. References: https://help.mypurecloud.com/articles/about-evaluation-forms/

https://help.mypurecloud.com/articles/create-an-evaluation-form/

Q64. 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?
* Interaction Details Report
* User Status Detail Report
* Agent Metrics Report
* Queue Metrics Daily Report

Q65. Jenny is monitoring five queues in real-time. She identifies one of the queues’ Service Level percentage to be below the threshold level.

Which of the following will help her view specific information about the queue in real-time?
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* Queue Performance
* Performance Dashboard

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