DUMPSQUEEN

Genesys Cloud CX Certified Professional - Consolidated Exam

Genesys GCP-GCX

Version Demo

Total Demo Questions: 10

Total Premium Questions: 110

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QUESTION NO: 1

Select all the question types available while creating an Evaluation Form. (Choose three.)

A. Multiple Choice

B. Yes/No

C. Fill in the blank

D. Range

E. Multiple Response

ANSWER: A B E

QUESTION NO: 2

Where do you add the list of IP or CIDR addresses which are allowed or denied access to an External or Phone Trunk?

A. Availability

B. SIP Access Control

C. Outbound

D. Calling

ANSWER: B

QUESTION NO: 3

Which of the following are AND Evaluation Methods? (Choose three.)

A. All skills matching

B. Best available skills

C. Bullseye matching

D. Disregard skills

E. Agent availability

ANSWER: B C E

Explanation:

Reference: https://help.mypurecloud.com/articles/acd-evaluation-routing-methods/

QUESTION NO: 4

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?

A. The user may have deleted the icon.

B. The user is not assigned the appropriate role.

C. The user's phone is unplugged.

D. The phone number is being used by a different user.

ANSWER: B

QUESTION NO: 5

Which of the following items need to be configured for an outbound campaign? (Choose three.)

A. Agents

B. Evaluation Forms

C. Contact Lists

D. Campaigns

E. Dialing Modes

ANSWER: A C D

QUESTION NO: 6

Under which container is Queue available?

A. Contact Center

B. Telephony

C. Integration

D. Routing

ANSWER: D

QUESTION NO: 7

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

A. True

B. False

ANSWER: A

QUESTION NO: 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

ANSWER: A

QUESTION NO: 9

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

A. Adjusting report parameters in order to include fewer agents, queues, and interactions.

B. Running reports during peak hours.

C. Reviewing and ensuring the usage of scheduled reports.

D. Asking every team member to run and save a copy of the report.

ANSWER: A C

QUESTION NO: 10

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

A. .doc

B. .xls

C. .txt

D. .docx

E. .xlsx

F. .pdf

ANSWER: A B F