

Genesys

GCP-GCX Exam

Genesys Cloud CX Certified Professional - Consolidated Exam

Questions & Answers

Demo

Version: 4.0

Question: 1

Which of the following entities is used to ensure that people within your organization have the rights and permissions that they need within Genesys Cloud CX?

- A. Workgroups
- B. Rooms
- C. Groups
- D. Roles

Answer: D

Explanation:

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

Question: 2

Genesys Cloud CX supports embedded clients for Salesforce and Zendesk.

- A. True
- B. False

Answer: A

Explanation:

Reference: <https://help.mypurecloud.com/articles/about-the-genesys-cloud-embedded-clients/>

Question: 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: 4

What is the distinguishing feature between queues and groups?

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

Answer: C

Explanation:

Reference: <https://helpdesk.telebroad.com/support/solutions/articles/4000089779-what-is-the-difference-between-queue-and-group-or-agent-and-user-#:~:text=A%20Queue%20is%20a%20collection,handle%20overflow%20and%20call%20assignments>

Question: 5

Select the categories of ACD skills that can be added to a user or an interaction. (Choose two.)

- A. Language
- B. Roles
- C. Skills
- D. Queue

Answer: A, C

Explanation:

Reference: <https://help.mypurecloud.com/articles/add-acd-skill-language-user/>