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# **Genesys**

## **GCP-GCX**

**Genesys Cloud CX Certified  
Professional - Consolidated**

**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(s): D**

**Explanation:**

Roles are used to ensure that people within your organization have the rights and permissions that they need within Genesys Cloud CX. Roles can be assigned to users, groups, or workgroups. When a role is assigned, the user, group, or workgroup will be granted the permissions associated with that role.

For example, you could create a role called "Agent" and assign it the permissions to answer calls, create cases, and view customer records. You could then assign this role to all of your agents.

**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(s): A**

**Explanation:**

Genesys Cloud CX supports embedded clients for Salesforce and Zendesk. Embedded clients allow agents to interact with customer data in Salesforce and Zendesk directly from within Genesys Cloud CX. This can help to improve efficiency and productivity by reducing the need to switch between applications.

The Genesys Cloud CX embedded clients for Salesforce and Zendesk are available as browser extensions and as native apps for Windows and macOS. The browser extensions are supported on Chrome, Firefox, and Edge. The native apps are supported on Windows 10 and macOS 10.12 or later.

**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(s):** B, C, E

**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(s):** C

**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(s):** A, C

**Reference:**

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

**QUESTION: 6**

Which feature enables a voice interaction to interrupt an email interaction?

- A. Utilization
- B. ACD Skills
- C. Emergency Routing
- D. Scripts

**Answer(s):** A

**Reference:**

<https://community.genesys.com/digestviewer29/viewthread?GroupId=19&MessageKey=44c84969-2a4f-4812-bb81-e7aa081643b8&CommunityKey=bab95e9c-6bbe-4a13-8ade-8ec0faf733d4#:~:text=have%20considered...-Utilization%20is%20set%20up%20by%20default%20to%20allow%20a%20Voice,returns%20to%20working%20on%20it>