



# GCP-GCX<sup>Q&As</sup>

Genesys Cloud CX Certified Professional - Consolidated

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### QUESTION 1

The license used by a user is determined by the permissions enabled in the roles assigned to that user.

- A. True
- B. False

Correct Answer: A

Explanation: The license used by a user is determined by the permissions enabled in the roles assigned to that user. Genesys Cloud CX offers different types of licenses with different levels of access and functionality. Each license

corresponds to a set of permissions that enable or disable certain features within Genesys Cloud CX. When a user is assigned a role, they inherit the permissions associated with that role, which in turn determines their license type.

References: <https://help.mypurecloud.com/articles/about-licenses/>

<https://help.mypurecloud.com/articles/assign-licenses-to-users/>

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### QUESTION 2

Which Genesys Cloud CX feature presents caller info to an agent and allows the user to update or collect the information?

- A. Dialog boxes
- B. Scripts
- C. Toast pop-ups
- D. IVR prompts

Correct Answer: B

Explanation: Scripts are Genesys Cloud CX features that present caller info to an agent and allow the user to update or collect the information. Scripts are predefined sets of questions or instructions that guide agents through interactions with

customers. Scripts can display customer information from various sources, such as data actions or data dips, and allow agents to enter or update information during or after an interaction.

References:

<https://help.mypurecloud.com/glossary/script/>

<https://help.mypurecloud.com/articles/about-scripts/>

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### QUESTION 3

Which platform component manages account configuration, directory search, user membership, phone call routing, and



agent assignment?

- A. Public Interface Services
- B. Core Services
- C. Communication Services
- D. Application Services

Correct Answer: B

Core Services is the platform component that manages account configuration, directory search, user membership, phone call routing, and agent assignment in Genesys Cloud CX. Core Services is a set of services that provide essential functionality and data for Genesys Cloud CX applications and integrations. Core Services include various features and functions, such as:

Account configuration

Directory search

User membership Phone call routing

Agent assignment

Presence management

Notifications

Authentication

Authorization

Billing

Some other platform components of Genesys Cloud CX are Public Interface Services, Communication Services, Application Services, etc. References:

<https://help.mypurecloud.com/articles/about-the-genesys-cloud-platform/#:~:text=Core%20Services%20power%20the%20building,%2C%20agent%20assignment%2C%20and%20more.andtext=Contact%20between%20individuals%20and%20groups%20are%20handled%20by%20the%20Communication%20Services> <https://help.mypurecloud.com/articles/platform-overview/> <https://help.mypurecloud.com/articles/core-services-overview/>

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#### QUESTION 4

Which of the following add-on options are provided in Genesys Cloud CX? (Choose three.)

- A. AI
- B. VR
- C. Digital
- D. Human Capital Management



## E. Workforce Engagement

Correct Answer: ACE

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>

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## QUESTION 5

Files uploaded to the workspace can be shared with non-members of the Genesys Cloud CX organization.

- A. True
- B. False

Correct Answer: B

Explanation: Files uploaded to the workspace cannot be shared with non-members of the Genesys Cloud CX organization. The workspace is a secure place for each group in the organization to upload, organize, and share documents and

files. Only members of the group can access the files in the workspace.

References:

<https://help.mypurecloud.com/articles/about-workspaces/>

<https://help.mypurecloud.com/articles/add-files-to-a-workspace/>

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