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Genesys Cloud CX Certified Professional - Consolidated Exam

Genesys GCP-GCX

Version Demo

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Topic Break Down

Topic	No. of Questions
Topic 1, Genesys Cloud CX Administration	74
Topic 2, Genesys Cloud CX Contact Center Administration	52
Topic 3, Genesys Cloud CX Architect	9
Topic 4, Genesys Cloud CX Reporting and Analytics	38
Total	173

QUESTION NO: 1

Which criteria can be used by an evaluation policy to select interactions for evaluation? (Choose three.)

A. Queue

B. Interaction duration

C. Media type

D. User password expiration setting

E. Agent workstation location

ANSWER: A B C

Explanation:

Queue, **interaction duration**, and **media type** can be used as matching criteria for evaluation policies. An evaluation policy identifies interactions that meet its configured criteria and automatically assigns qualifying interactions for quality evaluation using the selected evaluation form and assignment rules.

For example, an organization can create a policy that selects voice interactions from a specified queue that exceed a defined duration. This supports consistent quality-review sampling without requiring evaluators to locate every interaction manually. A user's password expiration setting and an agent's workstation location are not interaction-selection criteria for an evaluation policy.

For more information, see Create an evaluation policy and Quality Management overview.

QUESTION NO: 2

Which information can be stored on an external contact record in Genesys Cloud CX? (Choose three.)

A. Phone numbers

B. Email addresses

C. Physical addresses

D. Genesys Cloud roles

E. ACD queues

ANSWER: A B C

Explanation:

Phone numbers, **email addresses**, and **physical addresses** can be stored on an external contact record. External Contacts enables an organization to maintain customer and other external-party information in a centralized record that can be reviewed and updated during or after interactions.

External contact records can also be associated with external organizations and can contain other relevant customer information according to the organization's configuration. A Genesys Cloud role and an ACD queue are internal configuration objects and are not attributes stored as external contact data. See About External Contacts for more information.

QUESTION NO: 3

Which functionalities are available inGenesys Cloud CX WFM? (Choose three.)

A. Short-Term Forecasts

B. Schedules

C. Long-Term Forecasts

D. Forecast simulator

ANSWER: A B C

Explanation:

Genesys Cloud CX Workforce Management provides forecasting and scheduling capabilities that help organizations plan staffing against anticipated workload. Short-Term Forecasts are used for near-term operational planning, using historical interaction data and configured planning groups to predict workload and required staffing across short intervals. Schedules are a core Workforce Management capability: schedulers use forecasts, work plans, agent constraints, activity rules, and coverage requirements to create and manage agent schedules. Long-Term Forecasts support more strategic planning by projecting workload and staffing needs farther into the future, enabling planners to evaluate expected demand trends and prepare staffing plans before detailed short-term schedules are created. Together, these capabilities support both day-to-day workforce execution and longer-range capacity planning within Genesys Cloud CX WFM. The Genesys Cloud Resource Center's Workforce Management documentation describes forecasting and scheduling as key WFM functions and provides links to the related planning workflows. See the Genesys Cloud Workforce Management documentation and the Genesys Cloud Resource Center.

QUESTION NO: 4

Where can you add preconfigured settings to the phones?

A. Admin > Telephony > Phone Management > Calls

B. Admin > Telephony > Phone Management > Phones

C. Admin > Telephony > Phone Management > Base Settings

ANSWER: C

Explanation:

Admin > Telephony > Phone Management > Base Settings is the location for creating and maintaining phone base settings in Genesys Cloud. A base setting is a reusable configuration template that holds preconfigured phone attributes, allowing administrators to standardize configuration across phones of the same supported model or use case. Rather than manually defining the same parameters repeatedly for individual devices, an administrator creates the base settings profile and then selects it when adding or editing a managed phone. This supports consistent provisioning and makes ongoing administration more efficient: updates to the base settings can be applied to the phones associated with that configuration as appropriate. Genesys Cloud documentation identifies Base Settings in the Phone Management area as the place to configure these reusable phone settings and then use them with managed phones. The exact top-level navigation label is *Telephony* in current Genesys Cloud documentation. See Configure base settings and Managed phones overview.

QUESTION NO: 5

Which feature requires at least one single sign-on (SSO) integration to be configured before allowing a user to login to Genesys Cloud CX?

A. Disable Location Detection

B. Password Expiration

C. Disable Genesys Cloud CX Login

D. Open Admission

ANSWER: C

Explanation:

Disable Genesys Cloud CX Login is correct because this setting turns off the standard Genesys Cloud login method, requiring users to authenticate through a configured identity provider using single sign-on. Genesys Cloud requires an organization to have at least one working SSO integration in place before this feature can be enabled. This prerequisite protects against an administrator disabling the native login path without providing users and administrators an alternative authentication route, which could otherwise prevent access to the organization.

After the setting is enabled, users are directed to authenticate through the organization's configured SSO provider rather than entering Genesys Cloud credentials directly. Administrators should therefore validate the SSO configuration, identity-provider access, user mappings, and sign-in flow before disabling Genesys Cloud login. Genesys documents this dependency as part of the SSO configuration and login-management process. See the Genesys Cloud single sign-on overview and the Genesys Cloud documentation for disabling Genesys Cloud login.

QUESTION NO: 6

In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by:

A. Specifying the premium-rate numbers you would like to restrict access to, while subscribing to Genesys Cloud CX.

B. Creating a number-plan to identify premium-rate numbers.

C. Manually training users to prevent calling premium-rate numbers.

D. Configuring trunks to identify premium-rate numbers.

ANSWER: B

Explanation:

Creating a number-plan to identify premium-rate numbers is the appropriate control because Genesys Cloud CX uses number plans to evaluate the digits a user dials and classify those dial strings before outbound-call routing occurs. An administrator can define a digit pattern that matches U.S. premium-rate ranges, such as numbers using the applicable premium-rate area codes, and apply the required number-plan behavior to ensure those dialed numbers are not permitted for normal outbound calling. This provides a centralized, policy-based restriction rather than depending on individual user behavior.

Number plans are designed for defining recognized dialing patterns, including normalization and classification of dialed numbers. They are used with the organization's telephony configuration and outbound dialing controls, allowing administrators to manage permitted dialing patterns consistently across users and locations. Maintaining the restriction in the number plan also makes the policy auditable and easier to update if numbering rules change. Genesys Cloud documentation describes number plans and their digit-pattern configuration in Create a number plan and explains how outbound calls are processed through routing configuration in Create and configure outbound routes.

QUESTION NO: 7

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: B D

Explanation:

Running reports during peak hours can contribute to report-generation delays or failures because reporting requests compete with normal contact-center activity and other concurrent analytics workloads. Reports that cover broad operational data can require substantial processing, so concentrating requests during busy periods increases contention and the time required to retrieve and compile results.

Asking every team member to run and save a copy of the report also increases unnecessary concurrent report demand and creates duplicate generated output. When many users independently execute the same or similar report, the platform must process multiple requests rather than serving a shared reporting workflow. Genesys recommends managing report access and scheduled reporting thoughtfully so that reporting activity is controlled and does not create avoidable load. Using a common scheduled report or sharing the resulting report where appropriate reduces duplicated processing and helps users receive reporting data more consistently.

For Genesys guidance on report scheduling and administration, see Schedule a report and Reports overview.

QUESTION NO: 8

Which one of the following Genesys Cloud CX configuration options provides a way to ensure that phones of a specific make and model are all deployed with the same settings?

A. Managed IP Phones

B. IP Phone Templates

C. Base Settings

D. Default Station Configuration

ANSWER: B

Explanation:

IP Phone Templates provide the standardized configuration mechanism for deploying supported phones of the same make and model consistently in Genesys Cloud CX. An administrator creates a template for a specific phone model and defines its applicable configuration values, such as network, provisioning, line, or feature settings. The template can then be assigned to multiple managed IP phones, allowing those devices to inherit the same approved configuration rather than requiring each phone to be configured individually. This approach improves deployment efficiency, helps maintain a consistent user experience, and makes ongoing administration easier when shared settings need to be updated. Genesys Cloud uses phone templates as part of its managed-phone provisioning workflow, so the template is associated with a compatible phone base settings profile and can be applied when phones are added or managed. For implementation details, see the Genesys Cloud documentation on creating phone templates and managed IP phones.

QUESTION NO: 9

What is the purpose of a wrap-up code in Genesys Cloud CX?

A. It categorizes the outcome of an interaction.

B. It determines the agent's ACD skill proficiency.

C. It controls the caller's position in a queue.

D. It records the agent's presence status.

ANSWER: A

Explanation:

A wrap-up code categorizes the outcome of an interaction after the agent completes it. Agents select a wrap-up code during or after an interaction to record information such as the customer's reason for contact, the action taken, or the result of the conversation. The selected code can support reporting, operational analysis, and follow-up business processes.

Administrators create wrap-up codes and associate them with queues. Queue configuration can require agents to select a code before they complete after-call work or become available for additional ACD interactions. This helps organizations capture consistent outcome data for interactions handled by each queue.

For more information, see About wrap-up codes and Configure wrap-up codes for a queue.

QUESTION NO: 10

The_____for iOS leverages the form factor of iOS tablets to help supervisors, managers, and executives make faster, more effective

managerial and operational decisions

A. Genesys Cloud CX Supervisor

B. Genesys Cloud CX Hub

C. Genesys Cloud CX Task Manager

D. Genesys Cloud CX Social Media Analyzer

ANSWER: A

Explanation:

Genesys Cloud CX Supervisor is the correct completion because it was the purpose-built iOS application for operational leaders who needed to monitor contact-center activity away from a desktop workspace. Its tablet-oriented experience was designed to present actionable, near-real-time operational information in a format suitable for supervisors, managers, and executives. By putting key performance and queue-related views on an iOS tablet, the application supported timely awareness of service conditions and enabled managers to respond more quickly to changing operational needs.

The wording in the question specifically emphasizes the iOS tablet form factor and faster managerial and operational decision-making, which directly describes the Supervisor application's intended audience and use case. This aligns with Genesys Cloud's broader supervisor capabilities, which center on visibility into real-time performance, queues, and workforce activity so that leaders can oversee customer-service operations effectively. Genesys documentation for supervisor features and real-time monitoring is available in the Genesys Cloud queue activity detail view documentation and the Genesys Cloud real-time management overview.

QUESTION NO: 11

Which of the following are Architect flow types? (Choose three.)

A. Inbound call flow

B. Bot flow

C. Workflow

D. Queue flow

E. Evaluation form flow

ANSWER: A B C

Explanation:

Inbound call flows, **bot flows**, and **workflows** are Architect flow types. Inbound call flows control the treatment and routing of incoming voice calls. Bot flows provide automated conversational self-service, and workflows execute reusable business-process logic that can be invoked from other Genesys Cloud capabilities.

Architect supports multiple flow types because voice, digital self-service, and automated business processes have different entry points and capabilities. Queues and evaluation forms are configured elsewhere in Genesys Cloud and are not Architect flow types. For more information, see About Architect.

QUESTION NO: 12

A dynamic report on Genesys Cloud CX is a customizable report that allows the user to select the data and metrics that they want to include in the report and how it is presented

A. True

B. False

ANSWER: A

Explanation:

True is correct. Genesys Cloud CX dynamic reports are designed to provide a flexible, interactive reporting experience for contact-center data. A user can begin with a reporting view and customize the information shown by selecting relevant columns, metrics, filters, date ranges, and groupings. The resulting report can be arranged to emphasize the measures most useful to the user's operational, supervisory, or analytical needs. This makes dynamic reporting particularly valuable when standard views do not present the exact combination of performance indicators required for a particular business question.

For example, a supervisor can tailor a report to focus on queue performance, agent activity, conversation outcomes, or customer-experience measures, then apply filters and presentation choices that make the data easier to interpret. Genesys Cloud also supports saving customized views, allowing users to return to a useful reporting configuration instead of rebuilding it each time. The platform's analytics workspace and performance views provide the basis for this configurable approach to analyzing contact-center activity and metrics. See the Genesys Cloud documentation on Analytics workspace and customizing performance views.

QUESTION NO: 13

Which of the following activities can be configured for use in a Workforce Management schedule? (Choose three.)

A. Break

B. Meal

C. Training

D. Queue

E. Recording policy

ANSWER: A B C

Explanation:

Break, **Meal**, and **Training** are activities that can be included in Workforce Management schedules. Workforce Management uses activities to define how an employee's scheduled time is allocated across productive work and nonproductive events. These activities can then be used in work plans and generated schedules.

Configuring activities enables organizations to represent required paid and unpaid time, planned development activities, meetings, and other scheduled events consistently. A queue and a recording policy are Genesys Cloud configuration objects, not schedule activities. See the Workforce Management overview for more information.

QUESTION NO: 14

You can develop a plan to generate reports regularly, however, Genesys Cloud CX does not allow you to run reports on demand.

A. True

B. False

ANSWER: B

Explanation:

False is correct because Genesys Cloud CX supports both scheduled report generation and on-demand report execution. Authorized users can access reports from the report library, select the desired report and reporting period or other available parameters, and run the report when they need current or ad hoc information. This capability is useful for operational reviews, troubleshooting, quality checks, and responding to business requests that cannot wait for a scheduled delivery.

Scheduling is an additional automation feature, not a restriction on manual use. A report schedule can deliver a report at recurring intervals, while users with the appropriate reporting permissions can still generate the same report directly from the reporting interface. The available reports, filters, and output formats depend on the report type and the organization's enabled features and permissions, but Genesys Cloud does provide an on-demand workflow for supported reports. Genesys documents this process in its Run a report article and describes reporting capabilities in the About reports documentation.

QUESTION NO: 15

Which of the following are purposes of divisions in Genesys Cloud CX? (Choose three.)

A. Organize resources according to business units.

B. Limit access to resources assigned to a division.

C. Control access to division-specific data.

D. Create licenses for new users.

E. Replace queues for ACD routing.

ANSWER: A B C

Explanation:

Organize resources according to business units, **limit access to resources assigned to a division**, and **control access to division-specific data** are valid purposes of divisions. Divisions provide a way to segment an organization's Genesys Cloud resources, such as queues, flows, and users, according to operational boundaries.

Roles can be assigned with a division scope. This allows administrators to grant a person permission to work with resources in selected divisions without granting access to all resources in the organization. Divisions also support data-access boundaries in applicable analytics and administration experiences.

Divisions do not replace queues for ACD routing and do not create licenses for users. For more information, see About divisions and Roles and permissions overview.

QUESTION NO: 16

Which of the following statements are true? (Choose three.)

A. A queue report only counts interactions handled by an agent.

B. An Abandon is an interaction that disconnects before an agent handles it.

C. An agent-based report counts any interactions an agent worked with.

D. Each report contains a predefined set of metrics.

E. Reports once created cannot be configured.

ANSWER: B C D

Explanation:

An Abandon is an interaction that disconnects before an agent handles it. In Genesys Cloud queue analytics, an abandoned interaction is one in which the customer disconnects before the interaction is answered by an agent. This outcome is important for measuring whether queue staffing, routing, and wait-time performance are meeting customer demand. Genesys documents abandon-related queue metrics in its queue performance views, including how those outcomes are represented in operational reporting.

An agent-based report counts any interactions an agent worked with. Agent-focused performance views attribute relevant interaction activity to the agent who handled or otherwise worked on the conversation, allowing supervisors to assess workload and handling performance at the individual-agent level.

Each report contains a predefined set of metrics. Genesys Cloud provides purpose-specific performance views and reports with defined metrics appropriate to the selected reporting context, such as queues, agents, flows, or routing. Authorized users can often customize displayed columns, filters, date ranges, and views, but that configurability operates within the metrics and reporting capabilities supplied for the relevant view. See the Genesys Cloud Queue Performance Summary view and the Agents Performance Summary view for metric definitions and reporting context.

QUESTION NO: 17

Which of the following statements about WebRTC phones is incorrect?

A. Genesys Cloud CX WebRTC phone runs in the browser.

B. A WebRTC phone has no additional hardware or software requirements, apart from a supported browser.

C. It is assigned to a specific user and only that user has permission to use the phone.

D. A WebRTC phone can be used even when disconnected from the Cloud.

ANSWER: D

Explanation:

A WebRTC phone can be used even when disconnected from the Cloud. is the incorrect statement. A Genesys Cloud WebRTC phone is a browser-based endpoint that uses Web Real-Time Communications technology to establish voice-media sessions and signaling through Genesys Cloud services. It must have an active network connection to Genesys Cloud to register, receive call signaling, establish media connectivity, and maintain calls. If the browser loses its connection to the internet or to the Genesys Cloud platform, the WebRTC endpoint cannot operate as a usable Genesys Cloud phone; active calls may be disrupted and new calls cannot be established until connectivity is restored. In practical deployment, administrators should ensure that users have a supported browser, a functioning headset or audio device as needed, and network access that permits the required Genesys Cloud WebRTC traffic. Connectivity checks and browser troubleshooting are therefore core parts of diagnosing WebRTC phone issues. Genesys Cloud documents the browser-based WebRTC phone and its connection requirements in its WebRTC troubleshooting guidance: Troubleshoot a Genesys Cloud WebRTC phone. For broader network planning, see Genesys Cloud network readiness checklist.