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Q&A

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Exam : **GCP-GCX**

Title : Genesys Cloud CX Certified Professional-Consolidated Exam

Version : DEMO

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

2.Genesys Cloud CX supports embedded clients for Salesforce and Zendesk.
A. True
B. False
Answer: A

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: ABD

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

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: AC