

Testpassport**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