Genesys GCP-GCX Practice Questions

Shared by Wagner on 26-10-2026

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

Question Type: MultipleChoice

Which of the following statements is true regarding default language selection on the Organization Settings page?

Options:

A- Default language is related to the organization's language settings.
B- Default language is not related to the organization's language settings.
C- Default language is the same as the organization's language.
D- Default language, once selected, cannot be changed directly by the user.

Answer:

B

Question 2

Question Type: MultipleChoice

Select all access level permission types for workspace (Documents > Workspace) membership. (Choose three.)

Options:

A- Full Access
B- Partial
C- Read-Only
D- Write-Only
E- Contributor
F- Collaborator

Answer:

A, C, E

Explanation:

Full Access, Read-Only, and Contributor are three access level permission types for workspace

(Documents > Workspace) membership in Genesys Cloud CX Collaborate. Workspace is a feature that allows users to create and manage documents in Genesys Cloud CX Collaborate. Workspace provides various features and functions for users to create, edit, share, organize, and search documents within an organization. Users can have different access level permissions for workspace membership based on their roles and needs. The access level permissions for workspace membership are:

Full Access: Users can create, edit, delete, share, move, copy, tag, download, upload, and view any document in the workspace.

Read-Only: Users can only view documents in the workspace. They cannot create, edit, delete, share, move, copy, tag, download, or upload any document in the workspace.

Contributor: Users can create new documents in the workspace and edit or delete their own documents. They can also share, move, copy, tag, download, upload, and view any document in the workspace.

Some other access level permission types for workspace membership are Owner and Collaborator. Reference: https://help.mypurecloud.com/articles/workspace-overview/ https://help.mypurecloud.com/articles/manage-workspace-membership/

Question 3

Question Type: MultipleChoice

You have just added a new document to Genesys Cloud CX, and want everyone in the organization to have access to it.

What must you do to ensure that users can find the document when needed?

Options:

A- Add meaningful tags to the document.
B- Add a priority of 'High' to the document.
C- Ensure that the document name is easy to search for.
D- Number the document such that it appears on the top of the list.

Answer:

A

Explanation:

Adding meaningful tags to the document is what you must do to ensure that users can find the document when needed after you have added a new document to Genesys Cloud CX Collaborate Workspace. Tags are keywords or phrases that describe the content or purpose of a document in Workspace. Tags help users to find documents faster and easier by using filters or search queries based on tags. You can add tags to a document when you create or edit it in Workspace. Reference: https://help.mypurecloud.com/articles/add-tags-to-a-document/ https://help.mypurecloud.com/articles/search-for-a-document/

Question 4

Question Type: MultipleChoice

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?

Options:

A- Workgroups
B- Rooms
C- Groups
D- Roles

Answer:

D

Explanation:

Roles are used to define the permissions and access levels for users within Genesys Cloud CX. Roles can be assigned to users individually or through groups. Roles determine what features and functions users can access and what they can do within those features. Reference: https://help.mypurecloud.com/articles/about-roles/ https://help.mypurecloud.com/articles/add-roles-to-a-user/

Question 5

Question Type: MultipleChoice

Select the categories of Prompts in Architect. (Choose two.)

Options:

A- User
B- Menu
C- Data
D- System

Answer:

A, D

P2P exams

Explanation:

User and System are two categories of prompts in Architect. Prompts are containers that hold audio messages and text-to-speech pairings on a per language basis. User prompts are company-specific prompts created by Architect users. System prompts are Architect-provided, generic prompts to indicate numbers, dates, days of the week, months, and so on. Reference: https://help.mypurecloud.com/articles/call-prompts/
https://help.mypurecloud.com/articles/user-prompts/

Question 6

Question Type: MultipleChoice

Which option best items need to be configured for an outbound campaign? (Choose three.)

P2P exams

Options:

A- Agents
B- Evaluation Forms
C- Contact Lists
D- Campaigns
E- Dialing Modes

Answer:

C, D, E

Explanation:

Contact lists, campaigns, and dialing modes are three items that need to be configured for an outbound campaign in Genesys Cloud CX. An outbound campaign is a process that initiates outbound interactions to a list of contacts based on various settings and rules. To create an outbound campaign, you need to configure the following items:

Contact lists are files that contain information about the contacts that you want to reach with your outbound campaign, such as name, phone number, email address, etc.

Campaigns are entities that define various aspects of your outbound campaign, such as dialing mode, schedule, retry options, etc.

Dialing modes are methods that determine how Genesys Cloud CX places outbound calls to contacts based on various factors, such as agent availability, contact priority, dialing rate, etc.

Some other items that need to be configured for an outbound campaign are scripts, flows, queues, etc. Reference: https://help.mypurecloud.com/articles/about-outbound-campaigns/
https://help.mypurecloud.com/articles/create-a-contact-list/
https://help.mypurecloud.com/articles/create-a-campaign/
https://help.mypurecloud.com/articles/dialing-modes-overview/

Question 7

Question Type: MultipleChoice

Which of following file formats are available to export a report? (Choose three.)

Options:

A- .doc
B- .xls
C- .txt
D- .docx
E- .xlsx
F- .pdf

Answer:

B, E, F

Explanation:

.xls, .xlsx, and .pdf are three file formats that are available to export a report in Genesys Cloud CX Performance menu. A report is a tool that allows you to view various metrics and details related to your contact center performance and activities in Genesys Cloud CX. A report can help you measure and improve various aspects of your contact center, such as:

Agent performance

Queue performance

Interaction quality

Customer satisfaction

Workforce management

You can export a report to save or share it with others in Genesys Cloud CX Performance menu. You can export a report in various file formats based on your needs and preferences. The file formats that are available to export a report are:

.xls: A Microsoft Excel 97-2003 Workbook file format that can store data in worksheets, charts, and macros.

.xlsx: A Microsoft Excel Workbook file format that can store data in worksheets, charts, and macros. It is the default file format for Microsoft Excel 2007 and later versions.

.pdf: A Portable Document Format file format that can store data in a fixed-layout document that preserves the original appearance of the report.

Some other file formats that are available to export a report are .csv, .docx, and .rtf. Reference:
https://help.mypurecloud.com/articles/reports-overview/
https://help.mypurecloud.com/articles/export-a-report/

Question 8

Question Type: MultipleChoice

What are the two methods to create a conference call in Genesys Cloud CX? (Choose two.)

Options:

A- With multiple active calls, click and drag an unselected call onto the previously selected call details.
B- Click the Calls icon, expand the Dialpad, then enter the names or phone numbers of the attendees in the search area and click Start Conference.
C- Click the Conference button in Genesys Cloud CX directory, and then enter the names or phone numbers of the attendees.

D- Have all attendees call you. When all calls are active, click the Start Conference button.

Answer:

A, D

Explanation:

There are two methods to create a conference call in Genesys Cloud CX:

With multiple active calls, click and drag an unselected call onto the previously selected call details.

Have all attendees call you. When all calls are active, click the Start Conference button.

These methods allow you to create a conference call with up to six participants (including yourself). You can also use other features during a conference call, such as mute, hold, transfer, etc. Reference: https://help.mypurecloud.com/articles/create-a-conference-call/ https://help.mypurecloud.com/articles/conference-call-controls/

Question 9

Question Type: MultipleChoice

Which option best types of interactions can be configured for Recording Policies?

Options:

A- Call
B- Chat
C- Email
D- Message
E- Media types that can interrupt current interactions that an agent is handling.

Answer:

E

Explanation:

All types of interactions (Call, Chat, Email, Message) can be configured for Recording Policies. Recording Policies allow administrators to define when and how interactions are recorded based on various criteria, such as queue membership, direction (inbound or outbound), media type (voice or screen), etc. Reference:
https://help.mypurecloud.com/articles/about-recording-policies/
https://help.mypurecloud.com/articles/create-a-recording-policy/

P2P exams

P2P exams

To Get Premium Files for GCP-GCX Visit

https://www.p2pexams.com/products/gcp-gcx

For More Free Questions Visit

https://www.p2pexams.com/genesys/pdf/gcp-gcx

