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GCP-GC-ADM

Genesys Cloud Certified Professional – Contact Center Administration



Version 1.0

## Exam A

### QUESTION 1

A Queue is configured for Standard ACD routing and Disregard skills, next agent for the Evaluation Method. What agent property is used to determine the next available agent?

- A. Skill
- B. Time since they last handled an ACD interaction
- C. Cost
- D. Department

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/specify-routing-settings/>

**QUESTION 2** Which definition matches the After Call Work option Mandatory, Time-boxed?

- A. The agent may or may not complete after call work. The system will set them to Available after an interaction completes. They are responsible for setting their availability appropriately if performing After Call Work.
- B. The agent is automatically placed into an After Call Work status and the system will automatically set them to Available when the After Call Timeout is reached. The agent may set themselves to Available if they complete their After CallWork early.
- C. The agent is automatically placed into an After Call Work status and the system will automatically set them to Available when the After Call Timeout is reached. The agent may not set themselves to Available if they complete their AfterCall Work early.
- D. The agent is placed in an After Call Work status and must manually set their status back to available when their after call work is complete.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/configure-call-work-settings/>

### QUESTION 3

Currently, you manage all agents' schedules by using a spreadsheet. This shows when each agent is working when they are on breaks, and when they have meetings or other events that take them away from the queue.

You would like to be able to schedule agents in an easier and more automated way. What Genesys Cloud Contact Center feature can you use to replace and automate the spreadsheet schedule?

- A. Workforce Management
- B. Workflow Process Automation
- C. Genesys Cloud Architect
- D. Genesys Cloud Reporting

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://help.genesys.com/pureconnect/desktop/printables/optimizer\\_help.pdf](https://help.genesys.com/pureconnect/desktop/printables/optimizer_help.pdf)

### QUESTION 4

Select all the roles that are automatically assigned by default to the user who sets up the organization. (Choose two.)

- A. Employee

- B. Master Admin
- C. Genesys Cloud User
- D. Admin
- E. Telephony Admin

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/about-roles-permissions/>

#### QUESTION 5

If you have not created any additional templates, you will have several template options when creating a new script. What are the template options? (Choose two.)

- A. Blank Script
- B. Default Callback Script
- C. Default Inbound Script
- D. Default Outbound Script
- E. Collection Script Template
- F. Sales Script Template

**Correct Answer:** EF

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 6** What does it imply when a campaign does not dial a list of telephone numbers?

- A. They are in the DNC list
- B. The call went unanswered
- C. Unable to reach the customer
- D. The telephone number is wrong

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference:  
<https://help.mypurecloud.com/articles/not-call-lists-view/>

**QUESTION 7** Select the applicable options for Genesys Cloud Architect.  
(Choose three.)

- A. Play pre-recorded messages
- B. Convert text to speech
- C. Configure queues
- D. Configure skills
- E. Receive and route calls

**Correct Answer:** ABC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/architect-features/>

**QUESTION 8**

The deviation from the forecast versus the real time can be monitored in the best way through \_\_\_\_\_.

- A. Real time adherence
- B. Historical adherence
- C. Intraday monitoring
- D. View Agent schedule

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://genbin.genesys.com/old/resources/brochures/genesys-workforce-managment-brochure.pdf>

**QUESTION 9** Which of the following media types can be selected when creating a report?  
(Choose three.)

- A. Voice
- B. Email
- C. Voicemail
- D. Chat

**Correct Answer:** ABD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.genesys.com/Documentation/PSAAS/latest/RPRT/Table-MEDIA\\_TYPE](https://docs.genesys.com/Documentation/PSAAS/latest/RPRT/Table-MEDIA_TYPE)

**QUESTION 10** What is the recommended way to create a .csv file?

- A. Use a text editor, such as Notepad, to create your .csv files
- B. Create a spreadsheet and export it as a .csv file
- C. Use a word processing application, such as Microsoft Word, to create your .csv files
- D. Use a .csv application to create .csv files

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference:  
<https://help.mypurecloud.com/articles/prepare-source-csv-file/>

**QUESTION 11** Which definition matches the After Call Work option Mandatory, Discretionary?

- A. The agent is automatically placed into an After Call Work status and the system will automatically set them to Available when the After Call Timeout is reached. The agent may set themselves to Available if they complete their After Call Work early.
- B. The agent is placed in an After Call Work status and must manually set their status back to available when their after call work is complete.

- C. The agent is automatically placed into an After Call Work status and the system will automatically set them to Available when the After Call Timeout is reached. The agent may not set themselves to Available if they complete their AfterCall Work early.
- D. The agent may or may not complete after call work. The system will set them to Available after an interaction completes. They are responsible for setting their availability appropriately if performing After Call Work.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference:

<https://help.mypurecloud.com/articles/configure-call-work-settings/>

**QUESTION 12** Put the steps below in the correct order to successfully complete the Calibration process:

1. Evaluate the interactions
2. Discuss the calibration results
3. Record interactions based on Policies
4. Take action on calibration results
5. Select and assign interactions for calibration

- A. 3, 5, 4, 2, 1
- B. 3, 5, 1, 4, 2
- C. 3, 5, 1, 2, 4
- D. 3, 4, 5, 2, 1

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference:

<https://help.mypurecloud.com/articles/calibration-overview/>

**QUESTION 13**

Policies automate repetitive quality management tasks. What items could be defined as policies? (Choose three.)

- A. Update the Do Not Call list with records that have the appropriate wrap-up code
- B. Determine how many evaluations per hour to assign to a quality evaluator
- C. Set up a schedule to run a daily report
- D. Automatically assign an evaluation for all calls over 5 minutes
- E. Determine how long to retain recordings and whether to archive or delete them

**Correct Answer:** CDE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference:

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

**QUESTION 14** What are callable time sets?

- A. Callable Time Sets allow you to define calling times for various time zones. Multiple Callable Time Sets can then be associated with a single campaign.
- B. Callable Time Sets allow you to define calling times for various time zones. A Callable Time Set can then be associated with multiple campaigns.
- C. Callable Time Sets provide a way to define your own time zones to associate with a campaign.
- D. Callable Time Sets are used to define when a campaign starts and stops.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/create-callable-times-entry/>

**QUESTION 15** Which option provides the ability for an email interaction to be interrupted by voice?

- A. Admin>Contact Center>Utilization
- B. Admin>Contact Center>ACD Skills
- C. Admin>Routing>Emergencies
- D. Admin>Routing>Disconnect Interactions

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 16** Which of the following can be configured on inbound interactions to be used by ACD processing?  
(Choose two.)

- A. Languages
- B. Intent of Call
- C. Skills
- D. Agent Availability



**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/genesys-cloud-acd-processing/>

**QUESTION 17** What process helps you to standardize call evaluations of contact center agents by comparing multiple reviews of the same call or interaction?

- A. Scoring
- B. Monitoring
- C. Calibration
- D. Evaluation

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/calibration-overview/>

**QUESTION 18** What two options are available to create a customized user role?

- A. Copy an existing role then add the necessary permissions to meet your needs

- B. Create a new Role and assign the necessary permissions to that role
- C. Create or modify a workgroup to meet your needs
- D. Create a new Group and assign the necessary permissions to the group

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 19** What is a critical question in an Evaluation Form?

- A. Critical questions are used to prioritize questions that are critical to the success of an interaction. A separate critical score is calculated for critical questions.
- B. Critical questions are questions that the agent must answer.
- C. Critical questions are multiple choice questions that have a higher weight than non-critical questions.
- D. If answered "No", critical questions will result in an evaluation score of zero for the interaction.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/glossary/critical-question/>

**QUESTION 20** Which dialing mode allows the agent to see customer information before dialing?

- A. Progressive
- B. Predictive
- C. Preview
- D. Power



**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/dialing-modes/>

**QUESTION 21**

The Bullseye routing method relaxes the required skills as the selection pool expands from one ring to the next. How many rings maximum may be defined for Bullseye routing?

- A. 8
- B. 6
- C. 4
- D. 2

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/bullseye/>

**QUESTION 22**

When Enable Calls is turned on for a Group, Genesys Cloud routes interactions to all members either sequentially or randomly.

- A. True
- B. False

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/configure-a-group-phone-number/>

**QUESTION 23** What statements are true regarding contact lists used for outbound campaigns?

(Choose three.)

- A. Contact lists must contain the home phone number and first and last name fields, at a minimum
- B. Contact lists are read-only and cannot be updated by the agents
- C. A contact list can have its own unique structure, including an arbitrary number of phone number types
- D. Each campaign can have its own contact list, or contact lists can be shared among campaigns
- E. To use the callable times feature, each phone number column must have a corresponding time zone column containing the zone name

**Correct Answer:** CDE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/contact-lists-view/>

**QUESTION 24** Which of the following are components of Genesys Cloud Reporting and Analytics?

(Choose three.)

- A. Reports
- B. Dynamic Views
- C. Dashboard
- D. Interaction

**Correct Answer:** ACD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 25** Which of the following options are used when scheduling a report?

(Choose three.)

- A. Time period
- B. Custom Date Range
- C. Recurrences
- D. Time zoneE. Start Time

**Correct Answer:** ABC

**Section:** (none)

**Explanation**



**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/configure-a-report/>

**QUESTION 26** What is a DNC list?

- A. A DNC list causes records to be presented to be preview dialed, regardless of the dialing mode.
- B. A DNC list is another name for a contact list.
- C. A DNC list is a table containing high-priority numbers that should be dialed using preview mode.
- D. A DNC list is a table containing phone numbers that a campaign should never dial.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 27** Why are skills and languages configured separately?

- A. So that skills can have a more granular competency rating than languages
- B. So that an agent with a skill can receive an interaction regardless of the language requirement
- C. So that an agent with a language capability can receive an interaction regardless of the skill requirement
- D. Skills are a subset of languages so that the two can be combined to determine if the agent will receive an interaction

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/assign-remove-skills-user/>

**QUESTION 28**

Which option in the Audio Sequence configuration allows you to add a slight amount of silence as a Menu Prompt to avoid Architect?

- A. Default Menu choice
- B. Menu options
- C. Add blank audio
- D. Menu prompt

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/set-audio-sequence/>

**QUESTION 29** What is the purpose of the Wrap-up code mappings?

- A. The mappings allow you to associate some behavior with the wrap-up code, such as callback time B. The mappings allow you to associate wrap-up codes to specific campaigns
- C. The mappings configures outbound dialing to flag a single number or the entire contact as uncallable, or the right party contacted, based on the wrap-up code assigned to the interaction D. The mappings allow you to associate wrap-up codes to specific queues

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/wrap-code-mappings-page/>

**QUESTION 30** What additional functionality will your business have by setting up and using ACD Messaging in your contact center?

- A. The ability to receive and route specific tweets to agents so that they can respond to those tweets
- B. The ability to create and manage a Facebook page
- C. The ability to have agents spontaneously post information about your business to Twitter, Facebook, and other social media outlets
- D. The ability for customers to access their accounts via social media channels

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 31** How many types of flows are supported by Architect?

- A. 5
- B. 6
- C. 7
- D. 8

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference:  
<https://developer.genesys.cloud/api/rest/v2/architect/flows>

**QUESTION 32** Call Recording is enabled in \_\_\_\_\_.

- A. Admin > Telephony
- B. Admin > Quality
- C. Admin > Contact Center

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 33** Where are Genesys Cloud call recordings stored?

- A. Recording Management
- B. Cloud
- C. Web Service
- D. AWS Cloud



**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/recording-in-genesys-cloud/>

**QUESTION 34** What would you select from the Admin>Outbound Dialing menu to create a new campaign?

- A. Scripts
- B. Schedules
- C. Campaign Dashboard
- D. Campaign Management

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/create-predictive-dialing-campaign/>

**QUESTION 35** Recording Policies can be configured for what type(s) of contact(s)?

- A. Call
- B. Chat
- C. Email
- D. Message
- E. All of the above



**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 36** What is the Alerting Timeout with regard to Queue configuration?

- A. This is how long the interaction will alert before disconnecting
- B. This is how long the agent has to complete after call work
- C. This is how long the interaction will wait to begin alerting the agent
- D. This is how long the interaction will alert before timing out and setting the agent's status to Not Responding

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 37**

What attributes can be assigned to agents to ensure that interactions are routed to the most qualified agent? (Choose two.)

- A. Languages
- B. Medians

- C. Skills
- D. Index Ratings
- E. Knowledge levels

**Correct Answer:** CE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 38** What is a fatal question in an Evaluation Form?

- A. Fatal questions have a heavier weight than non-fatal questions
- B. Fatal questions are also critical questions. If scored “No” the evaluation score will be zero
- C. Fatal questions are also critical questions. If scored “No” the agent will be terminated
- D. Fatal questions are the same as critical questions

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/configure-a-fatal-question/>

**QUESTION 39** What Genesys Cloud feature can you use to present details about a caller to the agent and allow the agent to update or collect information?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/scripting-concepts/>

**QUESTION 40** By Default, Line recording is disabled.

- A. True
- B. False

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/enable-line-recording/>

**QUESTION 41** ABC Corporation plans to purchase the Genesys Cloud Contact Center solution from Genesys to meet their requirement for unlimited multi-channel interaction routing. Which would be the right license level for them to purchase?

- A. Genesys Cloud 1 B.
- Genesys Cloud 2
- C. Genesys Cloud 3
- D. Collaborate
- E. Communicate

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 42** Select the categories of Prompts in Architect.  
(Choose two.)

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

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference:

<https://help.mypurecloud.com/articles/call-prompts/>

**QUESTION 43** Genesys Cloud ACD assigns interactions to the most appropriate available agent. What attributes can be used to determine the best available agent?  
(Choose three.)

- A. Skills
- B. Additional attribute ratings
- C. Language
- D. Time since the agent became available
- E. Staffing requirements

**Correct Answer:** ACD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference:

<https://help.mypurecloud.com/articles/genesys-cloud-acd-processing/>

**QUESTION 44**

Several people have complained that they try to join a group chat and they can't find the group in a search. What is the most likely reason?

- A. The group is in the wrong Organization
- B. Group chat is only available to administrators
- C. The group is set to members only and they are not members of the group
- D. The group is set to public

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 45** What would you select from the Performance menu to view real-time statistics for all active campaigns?

- A. Scripts
- B. Campaign Management
- C. Outbound Campaigns
- D. Schedules

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/outbound-campaign-details-view/>

**QUESTION 46** Select the categories of ACD skills which can be added to a user or interaction. (Choose two.)

- A. Language
- B. Roles
- C. Skills
- D. Queue

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/add-acd-skill-language-user/>

**QUESTION 47** Which of the following components can be added to scripts? (Choose all that applies.)

- A. Visual Basic Control
- B. Text
- C. Call Flow
- D. Checkbox
- E. Web Page
- F. Image

**Correct Answer:** BDEF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/script-components/>

**QUESTION 48**

Where can you view agent evaluation scores, evaluation activity, and calibration activity in real time?

- A. Reports
- B. Performance>Agents
- C. Admin>Contact Center
- D. Admin>Quality



**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/quality-administrator-dashboard/>

**QUESTION 49** Which ACD routing method routes interaction to the next available agent?

- A. Bullseye ACD
- B. Standard ACD
- C. Skills based routing
- D. All of the above

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/acd-evaluation-routing-methods/>

**QUESTION 50** Select the types of scheduling available in Genesys Cloud.  
(Choose two.)

- A. Manual Scheduling
- B. Load based Scheduling
- C. Automated Scheduling
- D. All of the above

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 51** What browsers are supported for use with all Genesys Cloud features?  
(Choose two.)

- A. Internet Explorer
- B. Firefox
- C. Chrome
- D. Safari
- E. Opera
- F. Avant

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference:  
<https://help.mypurecloud.com/articles/genesys-cloud-requirements/>

**QUESTION 52** Which definition matches the After Call Work option Optional?



- A. The agent is automatically placed into an After Call Work status and the system will automatically set them to Available when the After Call Timeout is reached. The agent may set themselves to Available if they complete their After Call Work early.
- B. The agent may or may not complete after call work. The system will set them to Available after an interaction completes. They are responsible for setting their availability appropriately if performing After Call Work.
- C. The agent is automatically placed into an After Call Work status and the system will automatically set them to Available when the After Call Timeout is reached. The agent may not set themselves to Available if they complete their AfterCall Work early.
- D. The agent is placed in an After Call Work status and must manually set their status back to available when their after call work is complete.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference:

<https://help.mypurecloud.com/articles/configure-call-work-settings/>

#### QUESTION 53

Your contact center wants to track the outcome of calls and chats. What can be configured within Genesys Cloud to provide this functionality?

- A. Account Codes
- B. Wrap-up Codes
- C. Resolution Codes
- D. Status

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference:

<https://help.mypurecloud.com/articles/specify-wrap-codes/>



**QUESTION 54** Why must you create queues for ACD functionality to work?

- A. Queues are the waiting lines for the agents who will be assigned interactions through ACD
- B. Queues provide ACD with a means to determine the skill level requirement of an interaction
- C. Queues are the waiting lines for interactions that are routed using ACD
- D. Queues match agents to an appropriate interaction using ACD

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference:

<https://help.genesys.com/pureconnect/mergedprojects/wh ia/desktop/sag tell me about acd queues.htm>

**QUESTION 55** The Utilization feature of Genesys Cloud allows administrators to configure:  
(Choose three.)

- A. The maximum capacity that an agent may handle simultaneously for each supported media type
- B. The after call work time for each media type
- C. The length of time that an agent may spend on each media type
- D. The number of different media types that an agent may handle simultaneously
- E. The media types that can interrupt current interactions that an agent is handling

**Correct Answer:** ADE



**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference:

<https://help.mypurecloud.com/articles/utilization/>

**QUESTION 56**

A system that routes interactions based on an algorithm which determines the best available agent for an interaction

- A. Architect
- B. Automatic Call Distribution
- C. Call Routing
- D. Scheduling

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 57** Which definition matches the ACD Evaluation Method Best

Available Skills?

- A. Looks for the first available agent and ignores any skill requirements
- B. Matches the interaction to the first available agent who has all of the requested skills
- C. Evaluates the first 100 agents to find the agent with the highest average proficiency rating. The average is calculated using the agent's proficiency rating for each of the requested skills

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

ACD routes interactions based on the highest average proficiency level for the requested skills. Genesys Cloud evaluates the first 100 agents to find the agent with the highest average proficiency rating. Genesys Cloud then calculates the average using the agent's proficiency rating for each of the requested skills.

**QUESTION 58** Which definition matches the After Call Work option Mandatory, Time-boxed

no early exit?

- A. The agent may or may not complete after call work. The system will set them to Available after an interaction completes. They are responsible for setting their availability appropriately if performing After Call Work.
- B. The agent is automatically placed into an After Call Work status and the system will automatically set them to Available when the After Call Timeout is reached. The agent may set themselves to Available if they complete their After CallWork early.
- C. The agent is placed in an After Call Work status and must manually set their status back to available when their after call work is complete.
- D. The agent is automatically placed into an After Call Work status and the system will automatically set them to Available when the After Call Timeout is reached. The agent may not set themselves to Available if they complete their AfterCall Work early.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference:

<https://help.mypurecloud.com/articles/configure-call-work-settings/>

**QUESTION 59** Which of the Performance views shows real-time data with historical metrics to give you both short term and

long-term views?

- A. Reports
- B. Dashboards
- C. Dynamic Views
- D. All of the above

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://help.mypurecloud.com/articles/about-reports-views-and-dashboards/>

**QUESTION 60** If you navigate away from the page without saving the Script, you will not lose any work you have completed.

- A. True
- B. False

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference:  
<https://help.mypurecloud.com/articles/create-script/>