



**Exam Code: GCP-GCX**

**Exam Name:** Genesys Cloud CX Certified Professional - Consolidated

**Website:** [www.VCEplus.io](http://www.VCEplus.io) - [www.VCEup.com](http://www.VCEup.com)

**VCEup**

Question No: 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

Explanation:

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

Question No: 2

Genesys Cloud CX supports embedded clients for Salesforce and Zendesk.

- A. True
- B. False

Answer: A

Explanation:

Reference: <https://help.mypurecloud.com/articles/about-the-genesys-cloud-embedded-clients/>

Question No: 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: B, C, E

Explanation:

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

Question No: 4

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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

Explanation:

Reference: <https://helpdesk.telebroad.com/support/solutions/articles/4000089779-what-is-the-difference-between-queue-and-group-or-agent-and-user-#:~:text=A%20Queue%20is%20a%20collection,handle%20overflow%20and%20call%20assignments>

Question No: 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: A, C

Explanation:

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

Question No: 6

Which feature enables a voice interaction to interrupt an email interaction?

- A. Utilization
- B. ACD Skills
- C. Emergency Routing
- D. Scripts

Answer: A

Explanation:

Reference:

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<https://community.genesys.com/digestviewer29/viewthread?GroupId=19&MessageKey=44c84969-2a4f-4812-bb81-e7aa081643b8&CommunityKey=bab95e9c-6bbe-4a13-8ade-8ec0faf733d4#:~:text=have%20considered...-Utilization%20is%20set%20up%20by%20default%20to%20allow%20a%20Voice,returns%20to%20working%20on%20it>

Question No: 7

Bullseye routing method relaxes the required skills as the selection pool expands from one ring to the next.

What is the maximum number of rings that can be defined for Bullseye routing?

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

Answer: B

Explanation:

Reference: <https://help.mypurecloud.com/articles/bullseye-routingoverview/#:~:text=The%20bullseye%20routing%20method%20allows,with%20up%20to%20six%20rings>

Question No: 8

The license used by a user is determined by the permissions enabled in the roles assigned to that user.

- A. True
- B. False

Answer: A

Explanation:

Question No: 9

Which role is automatically assigned to a new user?

- A. User
- B. Communicate - User
- C. admin
- D. employee

Answer: A

Explanation:

Reference: <https://www.servicenow.com/community/developer-forum/new-user-role-assignmentautomatically/m-p/1722625>

Question No: 10

Select the features available in Genesys Cloud CX Architect. (Choose three.)

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

Answer: C, D, E

Explanation:

Reference: <https://www.genesys.com/cloudplatform/architecture#:~:text=Genesys%20Cloud%20CX%20unifies%2C%20orchestrates, costs%20and%20deliver%20better%20results>

Question No: 11

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

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

Answer: A, D

Explanation:

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

Question No: 12

Which of the following statements about scripts is true?

- A. Scripts can be used for inbound interactions only.
- B. Scripts are only used to configure flows when setting up Architect.
- C. Scripts can be used in all types of interactions.
- D. Scripts may be used for outbound dialing campaigns only.

Answer: C

Explanation:

Question No: 13

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Which of the following components can be added to scripts? (Choose four.)

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

Answer: B, C, D, E

Explanation:

Question No: 14

Which of the following Genesys Cloud CX features helps ensure that enough agents are in the right place at the right time?

- A. Routing
- B. Queue Management
- C. Workforce Management
- D. Reporting and Analytics

Answer: C

Explanation:

Reference: <https://help.mypurecloud.com/articles/plan-workforce-management/>

Question No: 15

Which of the following is not a Quality Management feature?

- A. Evaluation Forms
- B. Policies
- C. Scheduling
- D. Interaction Recording

Answer: D

Explanation:

Question No: 16

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Where are Genesys Cloud CX call recordings stored by default?

- A. Edges
- B. Cloud
- C. Web Service
- D. AWS Cloud

Answer: B

Explanation:

Reference: <https://help.mypurecloud.com/articles/about-call-recording/>

Question No: 17

Which of the following statements defines 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 weightage than non-critical questions.

- D. If answered "No", critical questions will result in an evaluation score of zero for the interaction.

Answer: D

Explanation:

Reference: <https://help.mypurecloud.com/glossary/criticalquestion/#:~:text=In%20Quality%20Management%2C%20critical%20question,the%20success%20of%20an%20interaction>

Question No: 18

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

- A. Short-Term Forecasts
- B. Schedules
- C. Long-Term Forecasts
- D. Forecast simulator

Answer: A, B, C

Explanation:

Reference: <https://help.mypurecloud.com/articles/workforce-management/>

Question No: 19

Which of the following types of interactions can be configured for Recording Policies?

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

Answer: E

Explanation:

Reference:

[https://help.genesys.com/pureconnect/mergedprojects/wh\\_irpe/desktop/edit\\_initiation\\_policy\\_step\\_3.htm](https://help.genesys.com/pureconnect/mergedprojects/wh_irpe/desktop/edit_initiation_policy_step_3.htm)

Question No: 20

Which user role is required to perform the deployment and installation of the Genesys Cloud CX organization?

- A. Supervisor
- B. admin
- C. employee
- D. User

Answer: B

Explanation:

Reference: <https://help.mypurecloud.com/articles/about-rolespermissions/#:~:text=The%20Admin%20role%20has%20permissions,whoever%20sets%20up%20the%20organization>

Question No: 21

Files uploaded to the workspace can be shared with non-members of the Genesys Cloud CX organization.

- A. True
- B. False

Answer: A

Explanation:

Reference: <https://help.mypurecloud.com/articles/about-sharing-files/>



Question No: 22

Which of the following add-on options are provided in Genesys Cloud CX? (Choose three.)

- A. AI
- B. VR
- C. Digital
- D. Human Capital Management
- E. Workforce Engagement

Answer: C, D, E

Explanation:

Question No: 23

Profiles can contain various types of information about people in the organization.

Why it is essential to have employees complete their profile information?

- A. Searches performed in the Genesys Cloud CX suite use information in the profile to return appropriate results.
- B. The education information can be verified against the human resources database.
- C. The profile information can be used to keep LinkedIn details updated.
- D. When employees have free time, they can review biographies of their peers.

Answer: A

Explanation:

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

Question No: 24

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: D

Explanation:

Reference: <https://all.docs.genesys.com/PEC-Admin/Current/Admin/SSO>

Question No: 25

You have just added 53 employees to Genesys Cloud CX, and one of them, John Camper, has emailed to inform you that he did not receive the invitation email.

Which of the following options is the best way to move forward if you want John to be able to use the features and functions of Genesys Cloud CX?

- A. Resend the invite.
- B. Add John to Genesys Cloud CX again so that a new invitation will be generated.
- C. Submit a ticket to Genesys Cloud CX support.
- D. Tell John to be patient and wait for the email to arrive.

Answer: A

Explanation:

Question No: 26

Amelia is changing departments within the organization and has a new manager. Currently, Genesys Cloud CX is not synchronized with the HR systems.

What steps should you take to update her reporting structure in Genesys Cloud CX?

- A. Do nothing. Genesys Cloud CX will update everything automatically.
- B. Update her manager in her profile. Genesys Cloud CX will automatically update her place in the hierarchy.
- C. Update her peers. Genesys Cloud CX will then update her manager automatically.
- D. Update her manager and her peers in her profile.

Answer: D

Explanation:

Reference: <https://community.genesys.com/discussion/user-prompts-not-syncing>

Question No: 27

Which setting allows you create a place for each group in your organization to upload, organize, and share documents and files?

- A. Workspaces
- B. People
- C. Queues
- D. Groups

Answer: A

Explanation:

Question No: 28

If you have not configured an email address to report issues to, Genesys Cloud CX:

- A. Automatically creates an email address and routes all such emails to this address.
- B. Does not route the emails to any email address.
- C. Sends the emails to anyone who has the admin role assigned in your organization.
- D. Collects such emails and stores it until an email address to report issues is configured.

Answer: D

Explanation:

Question No: 29

To assign extensions to users, you must first \_\_\_\_\_.

- A. Create a pool of extensions.
- B. Buy the extension number from the carrier.
- C. Add the extension to the dial plan.
- D. Assign the extension to the user's phone.

Answer: D

Explanation:

Reference:

<https://help.mypurecloud.com/articles/extensionpools/#:~:text=Note%3A%20Before%20you%20assign%20an,number%20to%20an%20extension%20pool.&text=The%20single%20extension%20number%2C%20or,a%20range%20of%20extension%20numbers.&text=The%20last%20sequential%20number%20in%20a%20range%20of%20extension%20numbers>

Question No: 30

Which of the following statements are true regarding the Genesys Cloud CX Edge appliance? (Choose three.)

- A. It manages connections between your phones, SIP trunks, telephony gateways, Genesys Cloud CX, and third-party systems.
- B. It provides core telephony services.
- C. It provides for the integration of Active Directory, SharePoint, and other third-party data.
- D. It manages the Genesys Cloud CX platform services.
- E. It operates as a provisioning server, media server, SIP proxy, and SIP gateway.

Answer: A, B, E

Explanation:

Question No: 31

When creating an external trunk, which of the following protocol(s) can be selected? (Choose three.)

- A. The default protocol
- B. TCP
- C. TLS
- D. SIP
- E. UDP

Answer: B, C, E

Explanation:

Question No: 32

You are preparing to deploy Genesys Cloud CX and need to order trunks.

Where can you find guidelines on PSTN carrier requirements?

- A. By asking your carrier what you would need.
- B. On the PSTN carrier's web site.
- C. Get a default trunk line installed.
- D. In the Genesys Cloud CX Resource Center.

Answer: D

Explanation:

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

Question No: 33

Which of the following Edge features provides client and server-side call matching?

- A. SIP gateway
- B. SIP proxy
- C. Media server
- D. Call broker

Answer: D

Explanation:

Question No: 34

What additional functionality does Communicate bring to Genesys Cloud CX?

- A. Knowledge-based features, such as FAQs and communities.
- B. Unified communications features, such as telephony, unified messaging, voice conferencing, and auto-attendant.
- C. Call center features, such as ACD and scripting.
- D. Directory capabilities, such as advanced search, profiles, and keyword searching.

Answer: C

Explanation:

Reference: <https://help.mypurecloud.com/articles/communicate-featureoverview/#:~:text=Features%20include%20voicemail%2C%20conferencing%2C%20call,additional%20phone%20software%20or%20hardware>

Question No: 35

Genesys Cloud CX recommends that you deploy Edges in an N+1 configuration.

In the event that an active Edge fails or goes offline for routine maintenance, this configuration ensures that you can:

- A. Place and receive both ACD and non-ACD calls.
- B. Place ACD and non-ACD calls, but not receive.
- C. Receive ACD and non-ACD calls, but not place.
- D. Place and receive ACD calls; non-ACD calls can neither be place nor received.

Answer: A

Explanation:

Question No: 36

Genesys Cloud CX Voice is \_\_\_\_\_.

- A. A third-party service that provides external Phone Trunks.
- B. A help bot that is available within Genesys Cloud CX chat.
- C. Another name for Genesys Cloud CX.
- D. An internet-based telephony service that can be purchased and activated for use with Genesys Cloud CX.

Answer: D

Explanation:

Reference: <https://help.mypurecloud.com/articles/about-genesys-cloudvoice/#:~:text=Genesys%20Cloud%20Voice%20is%20an,the%20Genesys%20Cloud%20call%20center>

Question No: 37

Phone redundancy extends to include call survivability - Even when the connection to the Edge is lost, it prevents active calls from getting disconnected.

A. True

B. False

Answer: A

Explanation:

Reference: <https://help.mypurecloud.com/articles/phone-redundancy/>

Question No: 38

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

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:

Reference: <https://help.mypurecloud.com/articles/make-a-conference-call/>

Question No: 39

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:

Reference: <https://help.mypurecloud.com/articles/troubleshoot-genesys-cloud-webrtc-phone/>

Question No: 40

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: D

Explanation:

Question No: 41

Which of the following Edge feature contains the built-in remote survivability mode?

- A. SIP gateway
- B. Call broker
- C. SIP proxy
- D. Disaster recovery

Answer: D

Explanation:

Reference: <https://docs.genesys.com/Documentation/HTCC/latest/IWWDep/DisasterRecovery>

Question No: 42

All of the following are steps that need to be completed to configure an Edge appliance, EXCEPT \_\_\_\_\_.

- A. Create a Site
- B. Assign the Edge to a Site
- C. Configure a trunk
- D. Create an Edge Group
- E. Associate the network interface
- F. Authenticate the Edge
- G. Configure the Edge Connectors

Answer: C

Explanation:

Reference:

[https://help.genesys.com/pureconnect/versions/2019r3/mergedProjects/wh\\_ps/desktop/pdfs/edge\\_icg.pdf](https://help.genesys.com/pureconnect/versions/2019r3/mergedProjects/wh_ps/desktop/pdfs/edge_icg.pdf)

Question No: 43

You must define the phone configuration in Genesys Cloud CX to associate with a physical phone.

What binds the phone's settings in Genesys Cloud CX to a physical phone?

- A. Phone model
- B. Base settings
- C. Phone name
- D. Hardware ID (MAC address)

Answer: D

Explanation:

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

Question No: 44

Which of the following reports display the number of interactions handled by an agent per day?

(Choose two.)

- A. Agent Metrics Export Report
- B. Agent Metrics Report
- C. Agent Login-Logout Details Report
- D. Agent Quality Details Report

Answer: A

Explanation:

Reference: <https://help.mypurecloud.com/articles/agent-metrics-export-report/>

Question No: 45

Unused reports need to be disabled manually to prevent unnecessary load on the system.

- A. True
- B. False

Answer: A



Explanation:

Question No: 46

User Status Detail report includes specifics about queue activity such as interacting, idle, and not responding.

A. True

B. False

Answer: A

Explanation:

Question No: 47

Which of the following metrics represents the average amount of time an interaction waits in queue before an agent answers it?

A. Average Handle Time

B. Average Speed of Answer

C. After Call Work

D. Average Talk Time

Answer: B

Explanation:

Reference:

<https://developer.genesys.cloud/analyticsdatamanagement/analytics/metrics#:~:text=Common%20metrics%20include%3A,spent%20in%20after%20call%20work>

Question No: 48

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: A, C

Explanation:

Question No: 49

You suspect that one of your agents is not productive.

Which report would you run to view the agent's time on breaks and login/logout details?

- A. Interaction Details Report
- B. User Status Detail Report
- C. Agent Metrics Report
- D. Queue Metrics Daily Report

Answer: B

Explanation:

Reference: <https://help.mypurecloud.com/articles/user-status-detail-report/>

Question No: 50

Carlos is an administrator who needs to extract data on a group of agents handling customer service calls and track their performance. These statistics allow him to estimate their average handling time.

Which of the following options would help him perform his task?

- A. Documents
- B. Directory
- C. Workspaces
- D. Activity

Answer: D

Explanation:

Question No: 51

Which view displays current metrics and information about queues if you have a membership?

- A. Queues Activity
- B. Queues Performance
- C. My Queues Activity
- D. Queues

Answer: C

Explanation:

Reference: <https://help.mypurecloud.com/articles/my-queues-activity-view/>

Question No: 52

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What is the maximum limit for creating performance dashboards for private users?

- A. 10
- B. 15
- C. 20
- D. 25

Answer: C

Explanation:

Reference: <https://help.mypurecloud.com/articles/performance-dashboardsoverview/#:~:text=From%20Performance%20Dashboards%2C%20you%20can,create%20up%20to%2020%20dashboards>

Question No: 53

Eva, a contact center supervisor, wants to determine agent performance issues with interactions that set a specific wrap-up code in one or multiple queues.

Which of the following views can help Eva identify such issues?

- A. Agents Wrap-Up Interval Detail
- B. Agents Schedule Detail
- C. Agents Evaluation Detail
- D. Agents Interactions Detail

Answer: D

Explanation:

Reference: <https://help.mypurecloud.com/articles/agents-interactions-detail-view/>

Question No: 54

Jenny is monitoring five queues in real-time. She identifies one of the queues' Service Level percentage to be below the threshold level.

Which of the following will help her view specific information about the queue in real-time?

- A. My Queues Activity
- B. Queues Activity
- C. Queue Performance
- D. Performance Dashboard

Answer: B

Explanation:

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Question No: 55

Select all available options for adding widgets to a performance dashboard. (Choose four.)

- A. Agent Status
- B. Grid
- C. Text
- D. Metric
- E. Interaction
- F. Chart

Answer: A, D, E, F

Explanation:

Question No: 56

Genesys Cloud CX is fully supported on which of the following browsers? (Choose two.)

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

Answer: C, D

Explanation:

Reference: <https://all.docs.genesys.com/WID/Current/Developer/GWCSupportedBrowsers>

Question No: 57

Which Genesys Cloud CX feature helps reduce wait time for each call?

- A. Automatic Call Distribution
- B. Workforce Management
- C. Skill-based Routing
- D. IVR

Answer: C

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Explanation:

Reference: <https://docs.genesys.com/Documentation/EGAG/latest/EGAGhelp/SkillsBasedRouting>

Question No: 58

Which of the following is NOT a feature of Genesys Cloud CX contact center?

- A. Human Capital Management
- B. Workforce Management
- C. Quality Management
- D. Automatic Call Distribution

Answer: A

Explanation:

Reference: <https://www.genesys.com/genesys-cloud>

Question No: 59

Which of the following routes interactions based on an algorithm that determines the best available agent for the interaction?

- A. Architect
- B. Automatic Call Distribution
- C. Emergency Groups
- D. Scheduling

Answer: B

Explanation:

Question No: 60

Genesys Cloud CX ACD assigns interactions to the most appropriate agent available.

Which of the following attributes is used to determine the best available agent? (Choose three.)

- A. Language skills
- B. Additional attribute ratings
- C. ACD skills
- D. Time since last ACD interaction
- E. Staffing requirements

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Answer: A, C, E

Explanation:

Question No: 61

Routing is a part of customer communication that connects the customer with an appropriate automated resource or agent.

A. True

B. False

Answer: A

Explanation:

Question No: 62

Which of the following attributes ensure that the interactions are routed to the most qualified agent?

(Choose two.)

A. Languages

B. Medians

C. Skills

D. Index Ratings

E. Knowledge levels

Answer: C, E

Explanation:

Question No: 63

Alerts that have been read are not included in the alert count, even if they are still active.

A. True

B. False

Answer: A

Explanation:

Question No: 64

What do a Service Level of 80 and a Service Level Target of 20 for Voice interactions mean?

A. 80 calls must be answered every 20 seconds.

- B. 80% of calls must be answered within 20 seconds.
- C. 80% of agents must answer calls within 20 seconds.
- D. 20 chats and calls must be answered in 80 seconds.

Answer: B

Explanation:

Question No: 65

A user who is freshly added to Genesys Cloud CX realizes that there is no phone call icon on the left pane, preventing the user from making or receiving calls.

What is the most likely reason for this?

- A. The user may have deleted the icon.
- B. The user is not assigned the appropriate role.
- C. The user's phone is unplugged.
- D. The phone number is being used by a different user.

Answer: B

Explanation:

Question No: 66

Which options can be configured when setting up a queue? (Choose two.)

- A. Wrap-up Codes
- B. ACD Skills
- C. Utilization
- D. Alerting Timeout
- E. Inbound Flows

Answer: B, D

Explanation:

Question No: 67

Why are Divisions important in an organization?

- A. Divisions are used to divide interactions equally between 2 or more queues.
- B. Divisions allow the organization to control which roles can be assigned to users.

C. Divisions allow grouping and segregation of objects while keeping them inside the same organization.

D. Divisions define which users can be assigned to queues.

Answer: C

Explanation:

Question No: 68

Under which container is Queue available?

A. Contact Center

B. Telephony

C. Integration

D. Routing

Answer: D

Explanation:

Question No: 69

Which Genesys Cloud CX feature presents caller info to an agent and allows the user to update or collect the information?

A. Dialog boxes

B. Scripts

C. Toast pop-ups

D. IVR prompts

Answer: A

Explanation:

Question No: 70

If you have not created any additional templates, you will have several default template options when creating a new script.

These default templates are: (Choose four.)

A. Blank Script

B. Default Callback Script

C. Default Inbound Script

D. Default Outbound Script



E. Collection Script Template

F. Sales Script Template

Answer: A, C, E, F

Explanation:

Question No: 71

You cannot add variables to a script.

A. True

B. False

Answer: B

Explanation:

Question No: 72

Currently, you manage all agents' schedules 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 manage these in an easier and more automated way.

Which Genesys Cloud CX contact center feature can you use to replace and automate the spreadsheet schedule?

A. Genesys Cloud CX Workforce Management

B. Genesys Cloud CX API

C. Genesys Cloud CX Architect

D. Genesys Cloud CX Reporting and Analytics

Answer: A

Explanation:

Question No: 73

Policies automate repetitive quality management tasks.

Which of the following 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. Specify time sets as a matching criteria.

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.

Answer: A, C, E

Explanation:

Question No: 74

Which of the following items need to be configured for an outbound campaign? (Choose three.)

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

Answer: A, C, D

Explanation:

Question No: 75

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

- A. Performance > Workspace > Dashboards
- B. Performance > Overview (Evaluations)
- C. Admin > Contact Center
- D. Admin > Quality

Answer: B

Explanation:

Question No: 76

Select all the question types available while creating an Evaluation Form. (Choose three.)

- A. Multiple Choice
- B. Yes/No
- C. Fill in the blank
- D. Range
- E. Multiple Response

Answer: A, B, E

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Explanation:

Question No: 77

Which of the following statements is NOT true regarding Management Units?

- A. Agents that handle the same set of interactions should belong to the same management unit.
- B. Management Units partition agents and interactions into logical groups.
- C. A maximum of 100 agents can be added to a single Management Unit.
- D. They help you create, manage, and view schedules for a group.

Answer: C

Explanation:

Question No: 78

Which architectural approach is used to develop a single application as a suite of small services?

- A. Monolithic Architecture
- B. Microservices Architecture
- C. Genesys Cloud CX Salesforce Architecture
- D. Single Core Architecture

Answer: B

Explanation:

Question No: 79

Which of the following is NOT a Genesys Cloud CX Collaborate feature?

- A. Text Chat
- B. AI Chat
- C. Video Chat
- D. Content Management

Answer: D

Explanation:

Question No: 80

Instant messaging costs are significantly less than long-distance phone conversations.

A. True

B. False

Answer: A

Explanation:

Question No: 81

Which of the following operating systems are supported by Genesys Cloud CX mobile applications?

(Choose two.)

A. Harmony OS

B. iOS

C. Windows 10 Mobile

D. Android

Answer: B

Explanation:

Question No: 82

Which platform component manages account configuration, directory search, user membership, phone call routing, and agent assignment?

A. Public Interface Services

B. Core Services

C. Communication Services

D. Application Services

Answer: B

Explanation:

Reference: <https://help.mypurecloud.com/articles/about-the-genesys-cloudplatform/#:~:text=Core%20Services%20power%20the%20building,%2C%20agent%20assignment%2C%20and%20more.&text=Contact%20between%20individuals%20and%20groups%20are%20handled%20by%20the%20Communica%20Services>

Question No: 83

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

(Choose three.)

A. Full Access

- B. Partial
- C. Read-Only
- D. Write-Only
- E. Contributor
- F. Collaborator

Answer: A, C, E

Explanation:

Question No: 84

How do you represent your organization when you contact the Genesys Cloud CX support team?

- A. Organization ID
- B. Company Name
- C. Agent Name
- D. ID

Answer: B

Explanation:

Question No: 85

What level of permissions does a user require to view the organization settings?

- A. Admin
- B. Agent
- C. Supervisor
- D. All of the above

Answer: D

Explanation:

Question No: 86

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?

- A. Add meaningful tags to the document.

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- 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: C

Explanation:

Question No: 87

You can allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization.

- A. True
- B. False

Answer: A

Explanation:

Question No: 88

What type of trunk would you configure to connect to AudioCodes phones?

- A. WebRTC phone trunk
- B. Phone trunk
- C. External trunk
- D. Network interface trunk

Answer: B

Explanation:

Reference: <https://help.mypurecloud.com/articles/configure-the-genesys-cloud-edge-standard-v3/>

Question No: 89

Select the reasons behind a user not receiving calls through their assigned DID number or extension.

(Choose two.)

- A. The DID number and extension are not listed in the DID or extension pools.
- B. The DID number and extension are considered the same numbers and entered into the same phone.
- C. The user does not have the proper license type, roles, and permissions.
- D. The DID number and the extension do not have the same last 4 digits.

Answer: A, C

Explanation:

Question No: 90

Your company has just acquired a new building, and you have to add this new location to Genesys Cloud CX.

What are the prerequisites to perform this task? (Choose two.)

- A. You must know the exact coordinates of the new building.
- B. You must have images of all the users located at the new location.
- C. You must collect general information such as building address, number of floors, location contact information, etc.
- D. You must have the basic profile data for all users at the new location.
- E. You must have Admin rights to Genesys Cloud CX.

Answer: C, E

Explanation:

Question No: 91

Number plan determines how many and which digits are necessary for call routing.

- A. True
- B. False

Answer: A

Explanation:

Question No: 92

\_\_\_\_\_ binds the numbering plan with the trunk.

- A. Inbound route
- B. Outbound route
- C. Edge
- D. Edge Group

Answer: A

Explanation:

Question No: 93

You can add more than one outbound route to the contact center.

A. True

B. False

Answer: A

Explanation:

Question No: 94

Where can you add preconfigured settings to the phones?

A. Admin > Telephone > Phone Management > Calls

B. Admin > Telephone > Phone Management > Phones

C. Admin > Telephone > Phone Management > Base Settings

Answer: B

Explanation:

Question No: 95

Which of the following statements is NOT true regarding numbering plan?

A. It is a telecommunication scheme where telephone numbers are assigned to subscribers and telephony endpoints.

B. Numbering plan is also known as a dial plan.

C. Numbering plan can be added or modified based on the organizational requirements.

D. It has to be created manually.

Answer: D

Explanation:

Question No: 96

WebRTC phones require all hardware and software to be properly installed.

A. True

B. False

Answer: A

Explanation:

Question No: 97



Where do you add the list of IP or CIDR addresses which are allowed or denied access to an External or Phone Trunk?

- A. Availability
- B. SIP Access Control
- C. Outbound
- D. Calling

Answer: B

Explanation:

Question No: 98

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:

Question No: 99

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

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

Answer: A, B, F

Explanation:

Question No: 100

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:

Question No: 101

The status of agents, whether active or inactive, does not impact metrics in queue reports, however, active agents appear on/affect agent reports.

A. True

B. False

Answer: B

Explanation:

Question No: 102

Genesys Cloud CX tracks metric statistics in \_\_\_\_\_ minute intervals.

A. 20

B. 30

C. 45

D. 10

Answer: B

Explanation:

Reference: <https://help.mypurecloud.com/faqs/offered-metric-not-always-equal-answered-plusabandonedmetrics/#:~:text=Genesys%20Cloud%20tracks%20metric%20statistics,interaction%20could%20span%20multiple%20intervals>

Question No: 103

Sam is in charge of handling incoming interactions that are sent via the queue. Some calls enter and exit the queue without being handled or terminated.

What terminology is used to describe such calls?

A. IVR

B. Abandon

C. Flow-outs

D. Disconnect

Answer: B

Explanation:

Reference: <https://help.mypurecloud.com/glossary/>

Question No: 104

While Alex is monitoring queue reports, Sam deletes an inactive agent from the queue.

Will this affect the metrics that Alex is monitoring?

A. Yes

B. No

Answer: B

Explanation:

Question No: 105

Sam wants to install the reporting app on his iPad to access metrics.

Which of the following apps does he need to install?

A. Genesys Cloud CX Admin

B. Genesys Cloud CX User

C. Genesys Cloud CX Reporting

D. Genesys Cloud CX Supervisor

Answer: C

Explanation:

Question No: 106

Which report displays the length of each session for one or more agents over a specified period of time?

A. Agent Activity Summary Report

B. Agent Metrics Report

C. Agent Login-Logout Details Report

D. Agent Quality Details Report

Answer: C

Explanation:

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Question No: 107

Which of the following best defines the performance view for Agents?

- A. Used to monitor real-time contact center metrics.
- B. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.
- C. Used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.
- D. Used to view historical data only.

Answer: C

Explanation:

Question No: 108

Your customizations in the interaction view remain in effect even if you leave the view and return to it later.

- A. True
- B. False

Answer: A

Explanation:

Question No: 109

Which of the following best defines the performance view for Queues?

- A. Used to monitor real-time contact center metrics.
- B. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.
- C. Used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.
- D. Used to view historical data only.

Answer: C

Explanation:

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

Question No: 110

Which view helps supervisors analyze performance issues with a specific skill in one or more queues?

- A. Agents
- B. Queues Activity

C. Skills Performance

D. Interactions

Answer: C

Explanation:

Reference: <https://help.mypurecloud.com/articles/skills-performanceview/#:~:text=The%20Skills%20Performance%20view%20displays,in%20one%20or%20multiple%20queues>

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