

Genesys

Exam Questions GCP-GC-ADM

Genesys Cloud Certified Professional - Contact Center Administration



NEW QUESTION 1

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

- A. True
- B. False

Answer: A

Explanation:

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

NEW QUESTION 2

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

Answer: BDEF

Explanation:

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

NEW QUESTION 3

What is a critical QUESTION NO: in an Evaluation Form?

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

Answer: A

Explanation:

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

NEW QUESTION 4

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

Answer: C

Explanation:

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

NEW QUESTION 5

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

Answer: CE

NEW QUESTION 6

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

Answer: C

Explanation:

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

NEW QUESTION 7

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

Answer: A

NEW QUESTION 8

By Default, Line recording is disabled.

- A. True
- B. False

Answer: A

Explanation:

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

NEW QUESTION 9

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

Answer: ABC

Explanation:

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

NEW QUESTION 10

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

- A. The agent may or may not complete after call work
- B. The system will set them to Available after an interaction complete
- C. They are responsible for setting their availability appropriately if performing After Call Work.
- 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
- E. The agent may set themselves to Available if they complete their After Call Work early.
- F. 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
- G. The agent may not set themselves to Available if they complete their After Call Work early.
- H. 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.

Answer: B

Explanation:

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

NEW QUESTION 10

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

Answer: C

NEW QUESTION 14

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

Answer: C

NEW QUESTION 18

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

Answer: B

Explanation:

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

NEW QUESTION 20

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

Answer: D

NEW QUESTION 24

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

Answer: D

Explanation:

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

NEW QUESTION 26

Which of the following options are used when scheduling a report? (Choose three.)

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

Answer: ABC

Explanation:

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

NEW QUESTION 29

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

Answer: B

NEW QUESTION 31

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