

Genesys.GCP-GCX.v2025-08-04.q122

Exam Code:	GCP-GCX
Exam Name:	Genesys Cloud CX Certified Professional - Consolidated Exam
Certification Provider:	Genesys
Free Question Number:	122
Version:	v2025-08-04
# of views:	1747
# of Questions views:	1220
https://www.exam-tests.com/GCP-GCX-exam/Genesys.GCP-GCX.v2025-08-04.q122.html	

NEW QUESTION: 1

Why are Divisions important in an organization?

- A. Divisions allow the organization to control which roles can be assigned to users.
- B. Divisions allow grouping and segregation of objects while keeping them inside the same organization.
- C. Divisions define which users can be assigned to queues.
- D. Divisions are used to divide interactions equally between 2 or more queues.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

Which of the following best defines the ACD evaluation method Best Available Skills?

- A. Looks for the first available agent and Ignores any skill requirements
- B. A 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
- D. The average is calculated using the agent's proficiency rating for each of the requested skills

Answer: C ([LEAVE A REPLY](#))

The Automatic Call Distribution (ACD) evaluation method "Best Available Skills" in Genesys Cloud CX is designed to optimize the matching of interactions to agents based on skill proficiency. This method evaluates the skill proficiency ratings of the first 100 available agents and selects the agent with the highest average proficiency rating across the required skills for the interaction. This approach ensures that the most qualified agent is chosen to handle the interaction, leading to improved customer satisfaction and more efficient resolution of inquiries.

NEW QUESTION: 3

Which of the following attributes ensure that the interactions are routed to the most qualified agent? (Choose two.)

- A. Languages
- B. Knowledge levels
- C. Index Ratings
- D. Medians
- E. Skills

Answer: B,E ([LEAVE A REPLY](#))

NEW QUESTION: 4

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 ([LEAVE A REPLY](#))

Explanation

A service level of 80 and a service level target of 20 for voice interactions mean that 80% of calls must be answered within 20 seconds. Service level is a metric that measures how well a contact center meets its customer service goals. Service level is calculated by dividing the number of interactions answered within a specified time threshold (service level target) by the total number of interactions offered in a given period. For example, if a contact center receives 100 calls in an hour and answers 80 calls within 20 seconds, then its service level is $80/100 = 0.8$ or 80%. References:

<https://help.mypurecloud.com/glossary/service-level/>

<https://help.mypurecloud.com/articles/queue-performance-summary-report/>

NEW QUESTION: 5

Select the factors which can cause report generation failures and increased runtimes. (Choose two.)

- A. Reviewing and ensuring the usage of scheduled reports.
- B. Running reports during peak hours.
- C. Adjusting report parameters in order to include fewer agents, queues, and interactions.
- D. Asking every team member to run and save a copy of the report.

Answer: (SHOW ANSWER)

NEW QUESTION: 6

Genesys Cloud CX supports embedded clients for Salesforce and Zendesk.

- A. True
- B. False

Answer: A ([LEAVE A REPLY](#))

Genesys Cloud CX supports embedded clients for Salesforce and Zendesk, which allow agents to use Genesys Cloud CX features within their CRM applications. The embedded clients provide seamless integration between Genesys Cloud CX and Salesforce or Zendesk, such as screen pop, click-to-dial, call logging, and more. Reference:

<https://help.mypurecloud.com/articles/about-salesforce-integration/>

<https://help.mypurecloud.com/articles/about-zendesk-integration/>

NEW QUESTION: 7

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: ([SHOW ANSWER](#))

Explanation

Automatic Call Distribution (ACD) is the feature that routes interactions based on an algorithm that determines the best available agent for the interaction. ACD is a system that distributes incoming calls (or other types of interactions) to agents or queues based on various criteria, such as agent skills, availability, priority, etc. ACD uses an algorithm that evaluates these criteria and assigns each interaction to the most appropriate agent or queue. References:

<https://help.mypurecloud.com/glossary/automatic-call-distribution-acd/>

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

NEW QUESTION: 8

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 ([LEAVE A REPLY](#))

Explanation

Queues and groups are both used to organize users within Genesys Cloud CX, but they have different purposes and capabilities. Queues are used to route interactions to agents based on various criteria, such as skills, availability, utilization, etc. Queues can also be used in Architect flows to define routing logic and actions for different types of interactions.

Groups are used to manage users and their permissions, such as roles, divisions, etc. Groups cannot be used for routing interactions or in Architect flows. References:
<https://help.mypurecloud.com/articles/about-queues/>
<https://help.mypurecloud.com/articles/about-groups/>

NEW QUESTION: 9

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

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

Answer: C,D,E,F ([LEAVE A REPLY](#))

NEW QUESTION: 10

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 ([LEAVE A REPLY](#))

The DID number and extension are not listed in the DID or extension pools and the user does not have the proper license type roles and permissions are two reasons behind a user not receiving calls through their assigned DID number or extension in Genesys Cloud CX Telephony Admin menu.

A DID number is a direct inward dialing number that allows callers to reach an individual user directly without going through an operator or IVR menu.

An extension is a short internal number that allows users to reach each other within an organization without dialing a full phone number.

A DID pool is a collection of DID numbers that are available for assignment to users or queues.

An extension pool is a collection of extensions that are available for assignment to users.

To receive calls through their assigned DID number or extension in Genesys Cloud CX Telephony Admin menu , a user needs to have their DID number and extension listed in the DID pool and extension pool respectively . If their DID number or extension is not listed in the pools , they will not be able to receive calls through them . Additionally , a user needs to have the proper license type , roles , and permissions assigned to their profile to receive calls through their assigned DID number or extension . A license type determines

what features and functions a user can access in Genesys Cloud CX . A role determines what actions a user can perform or see in Genesys Cloud CX . A permission determines what specific feature or function a user can access within a role . To receive calls through their assigned DID number or extension , a user needs to have a license type that supports telephony features , such as Communicate , Collaborate , etc . They also need to have roles that allow them to use telephony features , such as Agent , Supervisor , etc . They also need to have permissions that allow them

NEW QUESTION: 11

Genesys Cloud CX tracks metric statistics in _____ minute intervals.

- A. 20
- B. 30
- C. 45
- D. 10

Answer: D (LEAVE A REPLY)

Explanation

Genesys Cloud CX tracks metric statistics in 10 minute intervals. This means that Genesys Cloud CX collects and aggregates data for various metrics every 10 minutes. This applies to both real-time and historical data.

For example:

- * Real-time data: Genesys Cloud CX updates the dashboards and views with the latest data every 10 minutes. You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.
- * Historical data: Genesys Cloud CX stores the data for various metrics every 10 minutes. You can see the historical values of various metrics, such as offered count, answered count, abandoned count, and transfer count.

Genesys Cloud CX tracks metric statistics in 10 minute intervals to provide consistent and accurate data for your contact center performance and activities. You can use this data to measure and improve various aspects of your contact center, such as:

- * Agent performance
- * Queue performance
- * Interaction quality
- * Customer satisfaction
- * Workforce management

References: <https://help.mypurecloud.com/articles/how-reporting-works/>
<https://help.mypurecloud.com/articles/performance-dashboards-overview/>
<https://help.mypurecloud.com/articles/reports-overview/>

NEW QUESTION: 12

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

- A. True

B. False

Answer: (SHOW ANSWER)

You can add more than one outbound route to the contact center is a true statement. You can add multiple outbound routes to the contact center in Genesys Cloud CX Telephony Admin menu based on your needs and preferences. You can add different outbound routes for different classifications of destination numbers, such as local, long distance, international, etc. You can also add different outbound routes for different trunks or numbering plans that you want to use for outgoing calls. You can also add different outbound routes for different priorities or failover scenarios that you want to implement for outgoing calls. Reference: <https://help.mypurecloud.com/articles/add-an-outbound-route/>
<https://help.mypurecloud.com/articles/outbound-routes-overview/>

NEW QUESTION: 13

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 (LEAVE A REPLY)

TCP, TLS, and UDP are the protocols that can be selected when creating an external trunk. An external trunk is a connection between Genesys Cloud CX and an external telephony provider, such as a carrier or a PBX. The protocol determines how the SIP messages are transported between Genesys Cloud CX and the external provider. UDP is the most common protocol for SIP trunks, but TCP and TLS can also be used for more reliable or secure communication. Reference:

<https://help.mypurecloud.com/articles/external-trunk-settings/>

<https://doc.didww.com/integrations/genesys/index.html>

NEW QUESTION: 14

Select the categories of ACD skills that can be added to a user or an interaction. (Choose two.)

A. Language

B. Roles

C. Queue

D. Skills

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 15

When you change an agent's queue status from On Queue to Off Queue, what is the agent's status displayed as in the view?

- A. Available
- B. Busy
- C. Away
- D. Break

Answer: ([SHOW ANSWER](#))

When an agent's queue status is changed from On Queue to Off Queue in Genesys Cloud CX, their status is typically displayed as "Away" in the system views. This indicates that the agent is not currently available to handle new interactions in the queue, but it does not necessarily mean the agent is not working; they could be engaged in after-call work, training, or other non-queue activities.

NEW QUESTION: 16

You cannot add variables to a script.

- A. True
- B. False

Answer: ([SHOW ANSWER](#))

You can add variables to a script. A variable is a placeholder for a value that can change during the execution of a script. Variables can store various types of data, such as text, numbers, booleans, etc. You can use variables to display or collect information in a script, such as customer name, account number, order status, etc. You can create your own custom variables or use built-in variables that are provided by Genesys Cloud CX.

Reference: <https://help.mypurecloud.com/articles/about-variables-and-expressions/>

<https://help.mypurecloud.com/articles/add-script-variable/>

<https://help.mypurecloud.com/articles/built-in-script-variables/>

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NEW QUESTION: 17

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.

- 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 ([LEAVE A REPLY](#))

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/>

NEW QUESTION: 18

Genesys Cloud CX tracks metric statistics in _____ minute intervals.

- A. 30
- B. 20
- C. 10
- D. 45

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 19

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: ([SHOW ANSWER](#))

Languages and skills are two attributes that ensure that the interactions are routed to the most qualified agent. Languages and skills are ratings that indicate an agent's proficiency or preference for handling certain types of interactions or customers. For example:

Languages indicate an agent's ability to speak or write in different languages.

Skills indicate an agent's capability or willingness to handle different media types or queues.

Genesys Cloud CX routing uses these attributes to match each interaction with an agent who has the highest ratings for those attributes. Reference:

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

<https://help.mypurecloud.com/articles/add-language-skills-to-an-agent-profile/>

<https://help.mypurecloud.com/articles/add-acd-skills-to-an-agent-profile/>

NEW QUESTION: 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: (SHOW ANSWER)

The user role that is required to perform the deployment and installation of the Genesys Cloud CX organization is admin. The admin role grants full access to all features and functions within Genesys Cloud CX, including organization settings, integrations, user management, etc. The admin role is also required to activate licenses and subscriptions for Genesys Cloud CX. Reference: <https://help.mypurecloud.com/articles/admin-role/>
<https://help.mypurecloud.com/articles/activate-your-subscription-and-licenses/>

NEW QUESTION: 21

Which of the following is used to design and personalize your own working environment, allowing you to configure and store custom views for future use?

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

Answer: D (LEAVE A REPLY)

Workspaces in Genesys Cloud CX are customizable environments that allow users to design and personalize their own working area. Users can configure and store custom views, organize widgets and tools according to their specific job functions, and save these configurations for future use. This feature enhances productivity and efficiency by allowing users to tailor their environment to their workflow and access the information they need more quickly and easily.

NEW QUESTION: 22

In which of these views would you see the amount of time an agent spent in each status?

- A. Agent Interaction
- B. Agent Queue
- C. Agent Status
- D. Agent Performance

Answer: C (LEAVE A REPLY)

The Agent Status view in Genesys Cloud CX is designed to show detailed information about an agent's status over time, including the amount of time spent in each status such as Available, Busy, Away, etc. This view provides insights into how agents are allocating

their time, which can be crucial for understanding productivity, identifying bottlenecks, and making informed staffing decisions.

NEW QUESTION: 23

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 (LEAVE A REPLY)

The Agent Metrics Export Report and the Agent Metrics Report are two reports that display the number of interactions handled by an agent per day. These reports show various metrics related to agent performance and productivity, such as total interactions, average handle time, average talk time, average after call work time, etc. These reports can be filtered by date range, media type, queue, and agent. Reference:

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

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

NEW QUESTION: 24

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 (LEAVE A REPLY)

A service level of 80 and a service level target of 20 for voice interactions mean that 80% of calls must be answered within 20 seconds. Service level is a metric that measures how well a contact center meets its customer service goals. Service level is calculated by dividing the number of interactions answered within a specified time threshold (service level target) by the total number of interactions offered in a given period. For example, if a contact center receives 100 calls in an hour and answers 80 calls within 20 seconds, then its service level is $80/100 = 0.8$ or 80%. Reference:

<https://help.mypurecloud.com/glossary/service-level/>

<https://help.mypurecloud.com/articles/queue-performance-summary-report/>

NEW QUESTION: 25

You cannot add variables to a script.

- A. True
- B. False

Answer: (SHOW ANSWER)

NEW QUESTION: 26

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 (LEAVE A REPLY)

Average Speed of Answer (ASA) is the metric that represents the average amount of time an interaction waits in queue before an agent answers it. ASA is calculated by dividing the total wait time of answered interactions by the number of answered interactions. ASA is an important metric for measuring service level and customer satisfaction. Reference:

<https://help.mypurecloud.com/glossary/average-speed-of-answer/>

<https://help.mypurecloud.com/articles/queue-performance-summary-report/>

NEW QUESTION: 27

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: (SHOW ANSWER)

Explanation

Wrap-up codes and utilization are two options that can be configured when setting up a queue. A queue is a logical grouping of agents who handle similar types of interactions, such as voice calls, chats, emails, etc. A queue can have various options configured to define its behavior and performance, such as:

- * Wrap-up codes are labels that agents can assign to interactions after they complete them to indicate the outcome or reason for the interaction.

- * Utilization is a percentage that indicates how much time an agent spends handling interactions versus being available for new interactions.

Some other options that can be configured when setting up a queue are routing method, service level target, maximum wait time, etc. References:

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

<https://help.mypurecloud.com/articles/create-and-configure-queues/>

<https://help.mypurecloud.com/glossary/wrap-up-code/>

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

NEW QUESTION: 28

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: C (LEAVE A REPLY)

Explanation

Admin > Telephone > Phone Management > Base Settings is where you can add preconfigured settings to the phones in Genesys Cloud CX Telephony Admin menu. Base settings are sets of configuration options that apply to one or more phones in Genesys Cloud CX. Base settings can include various options, such as:

- * Phone model
- * Firmware version
- * Line keys
- * Soft keys
- * Feature keys

You can add base settings to the phones by creating and assigning base settings profiles in Genesys Cloud CX Telephony Admin menu. Base settings profiles are templates that contain one or more base settings that apply to a group of phones based on their model or firmware version. References:

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

<https://help.mypurecloud.com/articles/create-a-base-settings-profile/>

NEW QUESTION: 29

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 (LEAVE A REPLY)

It has to be created manually is not a true statement regarding numbering plan in Genesys Cloud CX Telephony Admin menu. A numbering plan is a telecommunication scheme that assigns telephone numbers to subscribers and telephony endpoints in Genesys Cloud CX. A numbering plan can also define various aspects of call routing, such as:

How many digits are required to dial a destination number

Which digits are used to identify a country code, area code, or extension Which digits are used to access an outside line or an operator Which digits are used to indicate an emergency number or a special service A numbering plan does not have to be created manually in Genesys Cloud CX Telephony Admin menu . Genesys Cloud CX provides a set of default number plans that work for most users . You can also add and modify

number plans with the following procedure . The Number Plan information page provides more details on the Genesys Cloud CX number plan implementation . Reference:

<https://help.mypurecloud.com/articles/number-plan-information/>

<https://help.mypurecloud.com/articles/add-number-plan/>

NEW QUESTION: 30

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 ([LEAVE A REPLY](#))

NEW QUESTION: 31

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 ([LEAVE A REPLY](#))

Reference:

Phone redundancy extends to include call survivability - Even when the connection to the Edge is lost, it prevents active calls from getting disconnected. Phone redundancy is a feature that allows phones to register with multiple Edges for backup purposes. Call survivability is a feature that allows phones to maintain active calls even when they lose connection with their primary Edge. These features ensure that calls are not dropped or interrupted due to network failures or maintenance activities. Reference:

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

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

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NEW QUESTION: 32

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 (LEAVE A REPLY)

Explanation

The following statements are true regarding the Genesys Cloud CX Edge appliance:

- * It manages connections between your phones, SIP trunks, telephony gateways, Genesys Cloud CX, and third-party systems.
- * It provides core telephony services such as call control, call recording, call quality monitoring, etc.
- * It operates as a provisioning server, media server, SIP proxy, and SIP gateway.

The following statements are false regarding the Genesys Cloud CX Edge appliance:

- * It provides for the integration of Active Directory, SharePoint, and other third-party data.
- * It manages the Genesys Cloud CX platform services.

The Genesys Cloud CX Edge appliance is a device that connects your on-premises telephony infrastructure with Genesys Cloud CX cloud services. It acts as an intermediary between your local network and Genesys Cloud CX data centers. References:

<https://help.mypurecloud.com/articles/about-edge-devices/>

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

NEW QUESTION: 33

A dynamic report on Genesys Cloud CX is a customizable report that allows the user to select the data and metrics that they want to include in the report and how it is presented

- A.** True
- B.** False

Answer: (SHOW ANSWER)

Dynamic reports in Genesys Cloud CX are indeed customizable, allowing users to select the specific data and metrics they wish to include in the report and to determine how this information is presented. This feature provides flexibility and personalization in reporting, enabling users to focus on the information that is most relevant to their roles and objectives, thereby enhancing the analysis and decision-making process.

NEW QUESTION: 34

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: (SHOW ANSWER)

Explanation

Scripts are tools that help agents handle interactions more efficiently and consistently.

Scripts can be used in all types of interactions, such as voice, chat, email, etc. Scripts can provide guidance, information, or questions for the agents to use during an interaction.

Scripts can also include dynamic content, such as data actions, web pages, images, etc.

References: <https://help.mypurecloud.com/articles/about-scripts/>

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

NEW QUESTION: 35

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

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

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

C. It has to be created manually.

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 36

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.

B. Ensure that the document name is easy to search for.

C. Add a priority of "High" to the document.

D. Number the document such that it appears on the top of the list.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 37

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 (LEAVE A REPLY)

Reference:

Workforce Management is a feature that helps ensure that enough agents are in the right place at the right time. Workforce Management allows administrators to forecast staffing needs based on historical data and trends, create schedules that optimize agent availability and preferences, monitor agent adherence and performance in real time, and

adjust schedules as needed. Reference: <https://help.mypurecloud.com/articles/about-workforce-management/> <https://help.mypurecloud.com/articles/workforce-management-overview/>

NEW QUESTION: 38

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: (SHOW ANSWER)

iOS and Android are two operating systems that are supported by Genesys Cloud CX mobile applications. Genesys Cloud CX mobile applications are apps that allow users to access various features and functions of Genesys Cloud CX on their mobile devices, such as smartphones or tablets. Genesys Cloud CX mobile applications are available for iOS and Android devices and can be downloaded from the App Store or Google Play Store respectively. Genesys Cloud CX mobile applications enable users to communicate and collaborate with other users, manage their status and availability, view their performance metrics and notifications, and more. Reference:

<https://help.mypurecloud.com/articles/about-genesys-cloud-mobile-apps/>

<https://help.mypurecloud.com/articles/install-the-genesys-cloud-mobile-app/>

NEW QUESTION: 39

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 (LEAVE A REPLY)

Queues and groups are both used to organize users within Genesys Cloud CX, but they have different purposes and capabilities. Queues are used to route interactions to agents based on various criteria, such as skills, availability, utilization, etc. Queues can also be used in Architect flows to define routing logic and actions for different types of interactions. Groups are used to manage users and their permissions, such as roles, divisions, etc. Groups cannot be used for routing interactions or in Architect flows. Reference:

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

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

NEW QUESTION: 40

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

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

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 41

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

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 42

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 ([LEAVE A REPLY](#))

Scripts are tools that help agents handle interactions more efficiently and consistently.

Scripts can be used in all types of interactions, such as voice, chat, email, etc. Scripts can provide guidance, information, or questions for the agents to use during an interaction.

Scripts can also include dynamic content, such as data actions, web pages, images, etc.

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

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

NEW QUESTION: 43

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: ([SHOW ANSWER](#))

Explanation

Firefox and Chrome are two browsers that fully support Genesys Cloud CX. Genesys Cloud CX is a web-based application that requires a compatible browser to run properly.

Firefox and Chrome are the recommended browsers for Genesys Cloud CX because they offer the best performance and functionality.

Safari is also supported but with some limitations. Internet Explorer and Opera are not supported by Genesys Cloud CX. References:

<https://help.mypurecloud.com/articles/supported-browsers/>

<https://help.mypurecloud.com/articles/browser-limitations/>

NEW QUESTION: 44

_____ binds the numbering plan with the trunk.

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

Answer: B (LEAVE A REPLY)

Explanation

Outbound route is what binds the numbering plan with the trunk in Genesys Cloud CX Telephony Admin menu. An outbound route is a logical connection that allows voice communication from Genesys Cloud CX to an external system or network using a trunk. An outbound route can have various options configured to define its behavior and performance, such as:

- * Numbering plan
- * Trunk
- * Classification
- * Priority

An outbound route binds the numbering plan with the trunk by specifying which numbering plan and which trunk to use for outgoing calls based on the classification of the destination number. An outbound route can also specify the priority of the trunk to use when multiple trunks are available for the same classification.

References: <https://help.mypurecloud.com/glossary/outbound-route/>

<https://help.mypurecloud.com/articles/add-an-outbound-route/>

NEW QUESTION: 45

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: B (LEAVE A REPLY)

Scripts are Genesys Cloud CX features that present caller info to an agent and allow the user to update or collect the information. Scripts are predefined sets of questions or

instructions that guide agents through interactions with customers. Scripts can display customer information from various sources, such as data actions or data dips, and allow agents to enter or update information during or after an interaction. Reference:

<https://help.mypurecloud.com/glossary/script/> <https://help.mypurecloud.com/articles/about-scripts/>

NEW QUESTION: 46

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: B (LEAVE A REPLY)

In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by creating a number-plan to identify premium-rate numbers. A number-plan is a set of rules that define how outbound calls are dialed based on various criteria, such as country code, area code, prefix, etc. You can create a number-plan that blocks outbound calls to U.S. premium-rate numbers by specifying their prefixes (such as 900) in the number-plan rules.

Reference: <https://help.mypurecloud.com/articles/about-number-plans/>
<https://help.mypurecloud.com/articles/create-a-number-plan/>

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NEW QUESTION: 47

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: B (LEAVE A REPLY)

Explanation

The performance view for Agents is used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW in Genesys Cloud CX Performance menu. The performance view for Agents is a view that shows various metrics and details related to agent performance and activities in Genesys Cloud CX. The performance view for Agents can help you measure and improve various aspects of your agent performance and activities, such as:

- * Availability
- * Productivity
- * Quality
- * Conduct
- * Satisfaction

The performance view for Agents is used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW because:

- * Real-time metrics are metrics that show the current data for agents, queues, skills, interactions, and flows. Real-time metrics are updated every 10 minutes in Genesys Cloud CX Performance menu . You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.
- * Status is a metric that shows the current state of an agent in Genesys Cloud CX. Status can indicate whether an agent is available to handle interactions, busy with an interaction, or away from their workstation. Status can also indicate the reason why an agent is away or busy. You can see the current status of an agent in the performance view for Agents.
- * Time in status is a metric that shows the amount of time (HH:MM:SS) that an agent has spent in their current status. Time in status can help you measure the availability and productivity of an agent. You can see the current time in status of an agent in the performance view for Agents.
- * Calls answered is a metric that shows the number of calls that an agent has answered during a specified period of time. Calls answered can help you measure the productivity and quality of an agent. You can see the current calls answered by an agent in the performance view for Agents.
- * Average talk time is a metric that shows the average amount of time (HH:MM:SS) that an agent has spent talking with customers during a specified period of time. Average talk time can help you measure the productivity and quality of an agent. You can see the current average talk time of an agent in the performance view for Agents.
- * Average ACW is a metric that shows the average amount of time (HH:MM:SS) that an agent has spent performing after-call work (ACW) during a specified period of time. ACW is the work that an agent does after completing an interaction, such as updating records or sending emails. Average ACW can help you measure the productivity and quality of an agent. You can see the current average ACW of an agent in the performance view for Agents.

References: <https://help.mypurecloud.com/articles/performance-dashboards-overview/>
<https://help.mypurecloud.com/articles/agents-performance-views-overview/>

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

NEW QUESTION: 48

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 49

Where are Genesys Cloud CX call recordings stored by default?

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 50

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: (SHOW ANSWER)

Update the Do Not Call list with records that have the appropriate wrap-up code, automatically assign an evaluation for all calls over 5 minutes, and determine how long to retain recordings and whether to archive or delete them are three items that could be defined as policies in Genesys Cloud CX Quality Management. Policies are rules that automate repetitive quality management tasks based on various criteria and conditions. Policies can help contact center managers and supervisors streamline their quality management processes and ensure compliance with best practices and regulations.

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

<https://help.mypurecloud.com/articles/create-a-policy/>

NEW QUESTION: 51

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

- A. True
- B. False

Answer: A ([LEAVE A REPLY](#))

Number plan determines how many and which digits are necessary for call routing is a true statement. A number plan is a telecommunication scheme that assigns telephone numbers to subscribers and telephony endpoints in Genesys Cloud CX. A number plan can also define various aspects of call routing, such as:

How many digits are required to dial a destination number

Which digits are used to identify a country code, area code, or extension Which digits are used to access an outside line or an operator Which digits are used to indicate an emergency number or a special service A number plan can be added or modified based on the organizational requirements in Genesys Cloud CX. A number plan can also be tested with the call simulator tool in Genesys Cloud CX. Reference:

<https://help.mypurecloud.com/articles/number-plan-information/>

<https://help.mypurecloud.com/articles/add-number-plan/>

<https://help.mypurecloud.com/articles/test-destination-phone-numbers-with-the-call-simulator/>

NEW QUESTION: 52

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 53

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

- A. True
- B. False

Answer: ([SHOW ANSWER](#)**)**

WebRTC phones require all hardware and software to be properly installed is a false statement. WebRTC phones are phones that use WebRTC technology to enable voice communication over the internet or other networks using a web browser. WebRTC phones do not require any hardware or software installation on the PC or device. WebRTC phones run right from the browser and use the built-in microphone and speaker of the PC or device. WebRTC phones can also work with headsets that have built-in call controls.

Genesys Cloud CX supports WebRTC technology with the Genesys Cloud CX WebRTC phone. The Genesys Cloud CX WebRTC phone is a phone that runs right from your browser and allows you to make and receive calls in Genesys Cloud CX. The Genesys Cloud CX WebRTC phone does not require any hardware or software installation on your PC or device. The Genesys Cloud CX WebRTC phone uses the built-in microphone and speaker of your PC or device. The Genesys Cloud CX WebRTC phone can also work with headsets that have built-in call controls. Reference:

<https://help.mypurecloud.com/articles/about-genesys-cloud-webrtc-phones/>

<https://help.mypurecloud.com/articles/requirements-for-webrtc-phones/>

NEW QUESTION: 54

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 (LEAVE A REPLY)

Reference:

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/>

NEW QUESTION: 55

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 (LEAVE A REPLY)

Explanation

The hardware ID (MAC address) is what binds the phone's settings in Genesys Cloud CX to a physical phone.

A hardware ID is a unique identifier for each network device, such as a phone. You can define the phone configuration in Genesys Cloud CX by specifying various settings, such as phone name, phone model, base settings, line appearance, etc. However, to associate these settings with a physical phone, you need to enter the hardware ID of the phone in Genesys Cloud CX. References:

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

<https://help.mypurecloud.com/articles/add-a-phone/>

NEW QUESTION: 56

Which of the following statements defines a critical question in an Evaluation Form?

- A.** Critical questions are questions that the agent must answer.
- B.** Critical questions are multiple choice questions that have a higher weightage than non-critical questions.
- C.** If answered "No", critical questions will result in an evaluation score of zero for the interaction.
- D.** 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.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 57

Which of the following statements about WebRTC phones is incorrect?

- A.** A WebRTC phone can be used even when disconnected from the Cloud.
- B.** It is assigned to a specific user and only that user has permission to use the phone.
- C.** A WebRTC phone has no additional hardware or software requirements, apart from a supported browser.
- D.** Genesys Cloud CX WebRTC phone runs in the browser.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 58

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

- A.** Have all attendees call you. When all calls are active, click the Start Conference button.
- B.** With multiple active calls, click and drag an unselected call onto the previously selected call details.
- C.** 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.
- D.** Click the Conference button in Genesys Cloud CX directory, and then enter the names or phone numbers of the attendees.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 59

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

- A. They help you create, manage, and view schedules for a group.
- 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. Agents that handle the same set of interactions should belong to the same management unit.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 60

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: ([SHOW ANSWER](#))

Explanation

AI, Digital, and Workforce Engagement are some of the add-on options provided in Genesys Cloud CX. These options allow customers to enhance their Genesys Cloud CX solution with additional features and capabilities.

AI enables customers to leverage artificial intelligence and machine learning for various use cases, such as chatbots, predictive engagement, voicebots, etc. Digital enables customers to support multiple digital channels, such as chat, email, message, social media, etc. Workforce Engagement enables customers to optimize their workforce management, quality management, performance management, etc. References:

<https://www.genesys.com/pricing> <https://www.genesys.com/genesys-cloud/features/ai>

<https://www.genesys.com/genesys-cloud/features/digital>

<https://www.genesys.com/genesys-cloud/features/workforce-engagement>

NEW QUESTION: 61

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 ([LEAVE A REPLY](#))

Explanation

Divisions are important in an organization because they allow grouping and segregation of objects while keeping them inside the same organization. A division is a logical container that holds various objects in Genesys Cloud CX, such as users, queues, flows, etc.

Divisions enable administrators to control access and visibility of these objects based on roles and permissions. For example, administrators can use divisions to separate different business units or teams within an organization and assign different roles and permissions to each division. References: <https://help.mypurecloud.com/glossary/division/>
<https://help.mypurecloud.com/articles/about-divisions/>

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NEW QUESTION: 62

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 63

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: B,C ([LEAVE A REPLY](#))

Firefox and Chrome are two browsers that fully support Genesys Cloud CX. Genesys Cloud CX is a web-based application that requires a compatible browser to run properly. Firefox and Chrome are the recommended browsers for Genesys Cloud CX because they offer the best performance and functionality. Safari is also supported but with some

limitations. Internet Explorer and Opera are not supported by Genesys Cloud CX.

Reference: <https://help.mypurecloud.com/articles/supported-browsers/>

<https://help.mypurecloud.com/articles/browser-limitations/>

NEW QUESTION: 64

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

A. True

B. False

Answer: B (LEAVE A REPLY)

Explanation

The User Status Detail report does not include specifics about queue activity such as interacting, idle, and not responding. The User Status Detail report shows various metrics related to user status and availability, such as on queue time, off queue time, break time, login/logout details, etc. To view specifics about queue activity for users or agents, you can use other reports such as Queue Activity Export Report or Queue Performance Summary Report. References: <https://help.mypurecloud.com/articles/user-status-detail-report/>

<https://help.mypurecloud.com/articles/queue-activity-export-report/>

<https://help.mypurecloud.com/articles/queue-performance-summary-report/>

NEW QUESTION: 65

Where are Genesys Cloud CX call recordings stored by default?

A. Edges

B. Cloud

C. Web Service

D. AWS Cloud

Answer: D (LEAVE A REPLY)

Reference:

Genesys Cloud CX call recordings are stored by default in the cloud storage provided by Genesys Cloud CX. Administrators can also configure external storage options for call recordings, such as AWS S3 buckets or web services. Reference:

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

<https://help.mypurecloud.com/articles/configure-external-storage-for-call-recordings/>

NEW QUESTION: 66

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: B (LEAVE A REPLY)

Explanation

AI Chat is not a Genesys Cloud CX Collaborate feature. Collaborate is a feature that enables internal communication and collaboration among users within an organization using Genesys Cloud CX. Collaborate provides various features and functions for users to interact with each other in real time or asynchronously, such as:

- * Text Chat
- * Video Chat
- * Content Management
- * Group Messaging
- * Presence Indicators

AI Chat is a feature that enables external communication and automation using artificial intelligence (AI) powered chatbots or voicebots. AI Chat provides various features and functions for customers to interact with chatbots or voicebots using natural language processing (NLP) and machine learning (ML), such as:

- * Intent Recognition
- * Entity Extraction
- * Sentiment Analysis
- * Conversation Flow
- * Knowledge Base

References: <https://help.mypurecloud.com/articles/collaborate-overview/>
<https://help.mypurecloud.com/glossary/ai-chat/>

NEW QUESTION: 67

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: B,D (LEAVE A REPLY)

Explanation

Running reports during peak hours and asking every team member to run and save a copy of the report are two factors that can cause report generation failures and increased runtimes. Running reports during peak hours can put additional load on the system and affect its performance and availability. Asking every team member to run and save a copy of the report can create redundant data and consume unnecessary storage space. To avoid these issues, you can follow some best practices for running reports, such as:

- * Run reports during off-peak hours or schedule them for later delivery.
- * Share reports with other users instead of creating multiple copies.
- * Adjust report parameters to include only relevant data and filters.
- * Review and delete unused or outdated reports regularly. References:

<https://help.mypurecloud.com/articles/best-practices-for-running-reports/>

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

NEW QUESTION: 68

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

A. False

B. True

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 69

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

A. Supervisor

B. employee

C. admin

D. User

Answer: **C** ([LEAVE A REPLY](#))

NEW QUESTION: 70

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** ([LEAVE A REPLY](#))

Explanation

TCP, TLS, and UDP are the protocols that can be selected when creating an external trunk. An external trunk is a connection between Genesys Cloud CX and an external telephony provider, such as a carrier or a PBX.

The protocol determines how the SIP messages are transported between Genesys Cloud CX and the external provider. UDP is the most common protocol for SIP trunks, but TCP and TLS can also be used for more reliable or secure communication. References:

<https://help.mypurecloud.com/articles/external-trunk-settings/>

<https://doc.didww.com/integrations/genesys/index.html>

NEW QUESTION: 71

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

A. False

B. True

Answer: (SHOW ANSWER)

NEW QUESTION: 72

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 (LEAVE A REPLY)

Configuring a trunk is not a step that needs to be completed to configure an Edge appliance. A trunk is a connection between Genesys Cloud CX and an external telephony provider, such as a carrier or a PBX. A trunk is not part of the Edge configuration, but rather a separate entity that can be associated with an Edge group. The steps that need to be completed to configure an Edge appliance are:

Create a Site

Create an Edge Group

Associate the network interface

Authenticate the Edge

Configure the Edge Connectors

Assign the Edge to a Site Reference: <https://help.mypurecloud.com/articles/configure-an-edge-device/> <https://help.mypurecloud.com/articles/about-trunks/>

NEW QUESTION: 73

Which of the following are AND Evaluation Methods? (Choose three.)

- A. Best available skills**
- B. Disregard skills**
- C. Agent availability**
- D. All skills matching**
- E. Bullseye matching**

Answer: A,C,E (LEAVE A REPLY)

NEW QUESTION: 74

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: D (LEAVE A REPLY)

Explanation

Genesys Cloud CX Supervisor is the app that Sam needs to install on his iPad to access metrics in Genesys Cloud CX Performance menu. Genesys Cloud CX Supervisor is a mobile app that allows supervisors to monitor real-time and historical metrics about their contact center performance and activities in Genesys Cloud CX. Genesys Cloud CX Supervisor can help supervisors manage and improve various aspects of their contact center, such as:

- * Agent performance
- * Queue performance
- * Interaction quality
- * Customer satisfaction
- * Workforce management

Genesys Cloud CX Supervisor allows supervisors to access metrics on their iPad by providing various features, such as:

- * Dashboards: Supervisors can view real-time metrics about agents, queues, skills, interactions, and flows on customizable dashboards.
- * Reports: Supervisors can view historical data about agents, queues, skills, interactions, flows, and outcomes on predefined reports.
- * Alerts: Supervisors can receive notifications about important events or issues that affect their contact center performance or activities.
- * Coaching: Supervisors can provide feedback or guidance to agents based on their performance or activities.

References: <https://help.mypurecloud.com/articles/about-genesys-cloud-supervisor/>
<https://help.mypurecloud.com/articles/install-genesys-cloud-supervisor/>

NEW QUESTION: 75

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: (SHOW ANSWER)

.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/>

NEW QUESTION: 76

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.
- 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: ([SHOW ANSWER](#))

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. References:

<https://help.mypurecloud.com/articles/add-tags-to-a-document/>

<https://help.mypurecloud.com/articles/search-for-a-document/>

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NEW QUESTION: 77

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 (LEAVE A REPLY)

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/>

NEW QUESTION: 78

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: (SHOW ANSWER)

AI Chat is not a Genesys Cloud CX Collaborate feature. Collaborate is a feature that enables internal communication and collaboration among users within an organization using Genesys Cloud CX. Collaborate provides various features and functions for users to interact with each other in real time or asynchronously, such as:

Text Chat

Video Chat

Content Management

Group Messaging

Presence Indicators

AI Chat is a feature that enables external communication and automation using artificial intelligence (AI) powered chatbots or voicebots. AI Chat provides various features and functions for customers to interact with chatbots or voicebots using natural language processing (NLP) and machine learning (ML), such as:

Intent Recognition

Entity Extraction

Sentiment Analysis
Conversation Flow
Knowledge Base

NEW QUESTION: 79

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: ([SHOW ANSWER](#))

Explanation

A queue report only counts interactions that spent time in the queue, but an agent-based report counts any interactions an agent worked with, an Abandon is an interaction that disconnects before an agent handles it, and each report contains a predefined set of metrics are three true statements about reports 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

Some true statements about reports are:

* A queue report only counts interactions that spent time in the queue, but an agent-based report counts any interactions an agent worked with. This means that the totals in a queue report and an agent-based report may not match exactly, even if they include the same agents or queues. This is because a queue is a stand-alone entity from the perspective of Genesys Cloud CX reports, and queue metrics and agent metrics can differ for various reasons, such as:

- * An interaction spends time in multiple queues
- * An interaction abandons before an agent handles it
- * An agent is a member of more than one queue
- * An Abandon is an interaction that disconnects before an agent handles it. This means that the interaction

* was offered to a queue or an agent, but the customer or caller disconnected before reaching an agent. An Abandon can affect various metrics, such as:

- * Abandon Count
- * Abandon Rate

- * Service Level
- * Average Speed of Answer
- * Each report contains a predefined set of metrics. This means that each report has a specific purpose and scope, and shows only the relevant metrics for that purpose and scope. You cannot add or remove metrics from a report, but you can set various parameters for reports, such as:
 - * Which users or queues to include
 - * Which media types to include
 - * What date range to report on
 - * When to run the report

Some false statements about reports are:

- * Offered always equals Answered plus Abandoned plus Transfer. This is not always true, because some interactions may not be counted as Answered, Abandoned, or Transfer for various reasons, such as:
 - * The interaction was transferred to voicemail after a timeout
 - * The interaction was transferred to another queue or resource group
 - * The interaction was handled by an IVR or a bot
- * Reports once created cannot be configured. This is not true, because you can configure reports by editing or deleting them in Genesys Cloud CX Performance menu . You can also configure reports by changing various options , such as :
 - * Report name
 - * Report format
 - * Report frequency
 - * Report recipients

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

<https://help.mypurecloud.com/articles/queue-report-and-agent-report-totals-differ-by-design/>

<https://help.mypurecloud.com/articles/why-does-the-offered-metric-not-always-equal-the-answered-plus-abando>

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

NEW QUESTION: 80

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

A. True

B. False

Answer: A (LEAVE A REPLY)

Explanation

You can add more than one outbound route to the contact center is a true statement. You can add multiple outbound routes to the contact center in Genesys Cloud CX Telephony Admin menu based on your needs and preferences. You can add different outbound routes for different classifications of destination numbers, such as local, long distance,

international, etc. You can also add different outbound routes for different trunks or numbering plans that you want to use for outgoing calls. You can also add different outbound routes for different priorities or failover scenarios that you want to implement for outgoing calls. References:

<https://help.mypurecloud.com/articles/add-an-outbound-route/>

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

NEW QUESTION: 81

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: ([SHOW ANSWER](#))

NEW QUESTION: 82

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

Answer: **A,B,C** ([LEAVE A REPLY](#))

Explanation

Language skills, additional attribute ratings, and ACD skills are three attributes that are used to determine the best available agent for an interaction in Genesys Cloud CX ACD. These attributes are ratings that indicate an agent's proficiency or preference for handling certain types of interactions or customers. For example:

- * Language skills indicate an agent's ability to speak or write in different languages.
- * Additional attribute ratings indicate an agent's knowledge or experience with specific products, services, topics, etc.
- * ACD skills indicate an agent's capability or willingness to handle different media types or queues.

Genesys Cloud CX ACD uses these attributes to match each interaction with an agent who has the highest ratings for those attributes. References:

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

<https://help.mypurecloud.com/articles/add-language-skills-to-an-agent-profile/>

<https://help.mypurecloud.com/articles/add-additional-attribute-ratings-to-an-agent-profile/>

<https://help.mypurecloud.com/articles/add-acd-skills-to-an-agent-profile/>

NEW QUESTION: 83

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 (LEAVE A REPLY)

Reference:

The performance view for Queues is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents in Genesys Cloud CX Performance menu. The performance view for Queues is a view that shows various metrics and details related to queue performance and activities in Genesys Cloud CX. The performance view for Queues can help you measure and improve various aspects of your queue performance and activities, such as:

Service level

Abandon rate

Average speed of answer

Average handle time

Interaction volume

The performance view for Queues is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents because:

Real-time metrics are metrics that show the current data for agents, queues, skills, interactions, and flows. Real-time metrics are updated every 10 minutes in Genesys Cloud CX Performance menu . You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.

Historical metrics are metrics that show the past data for agents, queues, skills, interactions, and flows. Historical metrics are stored every 10 minutes in Genesys Cloud CX Performance menu . You can see the historical values of various metrics by using the date filter or the pre-set day filter.

Service level % is a metric that shows the percentage of interactions that were answered within a target time threshold during a specified period of time. Service level % can help you measure the quality and efficiency of your queue performance and activities. You can see the real-time and historical service level % of a queue in the performance view for Queues.

Abandon % is a metric that shows the percentage of interactions that were abandoned by the customer or caller before reaching an agent during a specified period of time. Abandon % can help you measure the quality and efficiency of your queue performance and

activities. You can see the real-time and historical abandon % of a queue in the performance view for Queues.

Customers waiting is a metric that shows the number of customers or callers who are currently waiting in a queue to be connected to an agent. Customers waiting can help you measure the demand and capacity of your queue performance and activities. You can see the real-time customers waiting of a queue in the performance view for Queues.

Active agents is a metric that shows the number of agents who are currently logged in to Genesys Cloud CX and are available to handle interactions in a queue. Active agents can help you measure the availability and productivity of your queue performance and activities. You can see the real-time active agents of a queue in the performance view for Queues.

NEW QUESTION: 84

You can develop a plan to generate reports regularly, however, Genesys Cloud CX does not allow you to run reports on demand.

A. False

B. True

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 85

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

A. False

B. True

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 86

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: C ([LEAVE A REPLY](#))

Explanation

Flow-outs is the terminology used to describe calls that enter and exit the queue without being handled or terminated in Genesys Cloud CX Performance menu. A flow-out is a call that was offered to a queue or an agent group, but exited the queue or the agent group before reaching an agent or being abandoned by the caller. A flow-out can occur for various reasons, such as:

* The call was transferred to another queue or resource group by a routing strategy

* The call was transferred to voicemail after a timeout by a routing strategy

* The call was handled by an IVR or a bot without reaching an agent

Flow-outs can affect various metrics in Genesys Cloud CX Performance menu , such as :

* Flow-out Count : The number of calls that flowed out of a queue or an agent group during a specified period of time .

* Flow-out Rate : The percentage of calls that flowed out of a queue or an agent group during a specified period of time .

* Service Level : The percentage of calls that were answered within a target time threshold during a specified period of time .

References: <https://help.mypurecloud.com/glossary/flow-out/>

<https://help.mypurecloud.com/articles/why-does-the-offered-metric-not-always-equal-the-answered-plus-abando>

NEW QUESTION: 87

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

A. True

B. False

Answer: (SHOW ANSWER)

Instant messaging costs are significantly less than long-distance phone conversations is a true statement. Instant messaging is a form of communication that allows users to exchange text messages in real time over the internet or other networks using various devices or platforms. Instant messaging costs are usually based on data usage or subscription fees rather than distance or duration of communication. Long-distance phone conversations are forms of communication that allow users to exchange voice messages over phone lines or cellular networks across different geographic regions or countries. Long-distance phone conversations costs are usually based on distance and duration of communication as well as carrier rates or taxes. Reference:

<https://www.genesys.com/glossary/instant-messaging>

<https://www.genesys.com/glossary/long-distance-phone-conversation>

NEW QUESTION: 88

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

A. True

B. False

Answer: B (LEAVE A REPLY)

Files uploaded to the workspace cannot be shared with non-members of the Genesys Cloud CX organization. The workspace is a secure place for each group in the organization to upload, organize, and share documents and files. Only members of the group can access the files in the workspace. Reference:

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

<https://help.mypurecloud.com/articles/add-files-to-a-workspace/>

NEW QUESTION: 89

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: ([SHOW ANSWER](#))

Microservices Architecture is an architectural approach that is used to develop a single application as a suite of small services. Microservices Architecture is a design pattern that breaks down an application into independent components or modules that communicate with each other through well-defined interfaces or APIs. Microservices Architecture enables faster development, deployment, scaling, testing, and maintenance of applications by allowing each service to run in its own process and be managed by a small team.

Reference: <https://www.genesys.com/glossary/microservices-architecture>

<https://www.genesys.com/en-gb/platform/cloud>

NEW QUESTION: 90

Which of the following operating systems are supported by Genesys Cloud CX mobile applications? (Choose two.)

- A.** Android
- B.** Harmony OS
- C.** iOS
- D.** Windows 10 Mobile

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 91

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

- A.** False
- B.** True

Answer: **B** ([LEAVE A REPLY](#))

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NEW QUESTION: 92

In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by:

- A. Creating a number-plan to identify premium-rate numbers.
- B. Manually training users to prevent calling premium-rate numbers.
- C. Specifying the premium-rate numbers you would like to restrict access to, while subscribing to Genesys Cloud CX.
- D. Configuring trunks to identify premium-rate numbers.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 93

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: ([SHOW ANSWER](#)**)**

NEW QUESTION: 94

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

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

Answer: A ([LEAVE A REPLY](#))

Explanation

The maximum limit for creating performance dashboards for private users is 10. A performance dashboard is a customizable view that shows real-time or historical data for various aspects of Genesys Cloud CX operations, such as queues, agents, interactions, etc. You can create performance dashboards for your own use (private) or share them with other users (public). The limit for creating public performance dashboards is 50.

References:

<https://help.mypurecloud.com/articles/about-performance-dashboards/>

<https://help.mypurecloud.com/articles/create-a-performance-dashboard/>

NEW QUESTION: 95

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

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 96

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 [\(LEAVE A REPLY\)](#)

Collecting general information such as building address, number of floors, location contact information, etc and having Admin rights to Genesys Cloud CX are two prerequisites to perform the task of adding a new location to Genesys Cloud CX. A location is an entity that represents a physical site or building where users or devices are located in Genesys Cloud CX. A location can have various attributes configured to define its behavior and appearance, such as:

Building address

Number of floors

Location contact information

Emergency number

Time zone

Language

Currency

To add a new location to Genesys Cloud CX, a user needs to have Admin permission assigned to their role. Admin permission is a granular setting that controls access to administrative features and functions in Genesys Cloud CX. Admin permission is usually assigned to administrators or supervisors who need to manage various aspects of the organization's account. Reference: <https://help.mypurecloud.com/articles/location-overview/> <https://help.mypurecloud.com/articles/add-a-location/>

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

<https://help.mypurecloud.com/articles/admin-permission/>

NEW QUESTION: 97

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: (SHOW ANSWER)

Explanation

Blank Script, Default Callback Script, Default Inbound Script, and Default Outbound Script are four default template options when creating a new script if you have not created any additional templates. A template is a reusable script layout that defines the structure and content of a script. You can use templates to create scripts faster and more consistently.

Genesys Cloud CX provides four default templates for different types of scripts:

- * Blank Script is an empty template that allows you to create a script from scratch.
- * Default Callback Script is a template for scripts that handle callback interactions.
- * Default Inbound Script is a template for scripts that handle inbound interactions.
- * Default Outbound Script is a template for scripts that handle outbound interactions.

You can also create your own custom templates for scripts based on your needs.

References:

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

<https://help.mypurecloud.com/articles/create-a-script-from-a-template/>

NEW QUESTION: 98

What is the distinguishing feature between queues and groups?

- A. Queues can be used in Architect flows, 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 have agents as members, while groups cannot.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 99

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: C (LEAVE A REPLY)

The Agent Login-Logout Details Report is a report that would help you view an agent's time on breaks and login/logout details. This report shows various metrics related to agent availability and activity, such as total login time, total logout time, total break time, break reason codes, etc. This report can help you monitor agent productivity and adherence.

Reference: <https://help.mypurecloud.com/articles/agent-login-logout-details-report/>
<https://help.mypurecloud.com/articles/monitor-agent-adherence/>

NEW QUESTION: 100

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 (LEAVE A REPLY)

Explanation

The user role that is required to perform the deployment and installation of the Genesys Cloud CX organization is admin. The admin role grants full access to all features and functions within Genesys Cloud CX, including organization settings, integrations, user management, etc. The admin role is also required to activate licenses and subscriptions for Genesys Cloud CX. References:

<https://help.mypurecloud.com/articles/admin-role/>

<https://help.mypurecloud.com/articles/activate-your-subscription-and-licenses/>

NEW QUESTION: 101

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

- A. True
- B. False

Answer: B (LEAVE A REPLY)

You cannot allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization is a false statement. You can allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization by using feedback email groups in Genesys Cloud CX Collaborate Content Management. Feedback email groups are groups of email addresses that receive feedback messages from users who view content items in Content Management. Content items are files or links that contain information or resources related

to various topics or categories in Content Management. You can create feedback email groups and assign them to content items or categories based on your needs. Reference: <https://help.mypurecloud.com/articles/content-management-overview/>
<https://help.mypurecloud.com/articles/create-a-feedback-email-group/>
<https://help.mypurecloud.com/articles/assign-a-feedback-email-group-to-a-content-item-or-category/>

NEW QUESTION: 102

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

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 103

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 ([LEAVE A REPLY](#))

SIP Access Control is where you can add the list of IP or CIDR addresses that are allowed or denied access to an External or Phone Trunk in Genesys Cloud CX Telephony Admin menu. SIP Access Control is a feature that allows you to control which IP addresses or CIDR ranges can access your External or Phone Trunks in Genesys Cloud CX. SIP Access Control can help you enhance the security and performance of your trunks by preventing unauthorized or unwanted access from external sources. You can add IP addresses or CIDR ranges to the Allow List or Deny List of your trunks based on your needs and preferences. Reference: <https://help.mypurecloud.com/articles/sip-access-control-overview/> <https://help.mypurecloud.com/articles/add-an-ip-address-or-cidr-range-to-a-trunk/>

NEW QUESTION: 104

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 (LEAVE A REPLY)

Explanation

Average Speed of Answer (ASA) is the metric that represents the average amount of time an interaction waits in queue before an agent answers it. ASA is calculated by dividing the total wait time of answered interactions by the number of answered interactions. ASA is an important metric for measuring service level and customer satisfaction. References:

<https://help.mypurecloud.com/glossary/average-speed-of-answer/>

<https://help.mypurecloud.com/articles/queue-performance-summary-report/>

NEW QUESTION: 105

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

_____.

A. Configure the Edge Connectors

B. Configure a trunk

C. Associate the network interface

D. Authenticate the Edge

E. Assign the Edge to a Site

F. Create an Edge Group

G. Create a Site

Answer: B (LEAVE A REPLY)

NEW QUESTION: 106

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

A. Utilization

B. ACD Skills

C. Emergency Routing

D. Scripts

Answer: A (LEAVE A REPLY)

Explanation

Utilization is a feature that enables a voice interaction to interrupt an email interaction when the voice interaction has a higher priority than the email interaction. Utilization is a percentage that indicates how much of an agent's time is spent on handling interactions. When an agent is handling an email interaction, their utilization is lower than when they are handling a voice interaction. Therefore, if a voice interaction arrives in the queue and there are no other available agents, the voice interaction can interrupt the email interaction and be routed to the agent with the lowest utilization. References:

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

<https://help.mypurecloud.com/articles/understand-how-email-interactions-work/>

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NEW QUESTION: 107

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

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

Answer: A,B,F ([LEAVE A REPLY](#))

NEW QUESTION: 108

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 ([LEAVE A REPLY](#))

Explanation

The DID number and extension are not listed in the DID or extension pools and the user does not have the proper license type roles and permissions are two reasons behind a user not receiving calls through their assigned DID number or extension in Genesys Cloud CX Telephony Admin menu.

- * A DID number is a direct inward dialing number that allows callers to reach an individual user directly without going through an operator or IVR menu.
- * An extension is a short internal number that allows users to reach each other within an organization without dialing a full phone number.
- * A DID pool is a collection of DID numbers that are available for assignment to users or queues.
- * An extension pool is a collection of extensions that are available for assignment to users.

To receive calls through their assigned DID number or extension in Genesys Cloud CX Telephony Admin menu , a user needs to have their DID number and extension listed in the DID pool and extension pool respectively . If their DID number or extension is not listed in the pools , they will not be able to receive calls through them . Additionally , a user needs to have the proper license type , roles , and permissions assigned to their profile to receive calls through their assigned DID number or extension . A license type determines what features and functions a user can access in Genesys Cloud CX . A role determines what actions a user can perform or see in Genesys Cloud CX . A permission determines what specific feature or function a user can access within a role . To receive calls through their assigned DID number or extension , a user needs to have a license type that supports telephony features , such as Communicate , Collaborate , etc . They also need to have roles that allow them to use telephony features , such as Agent , Supervisor , etc . They also need to have permissions that allow them

NEW QUESTION: 109

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 (LEAVE A REPLY)

Explanation

It has to be created manually is not a true statement regarding numbering plan in Genesys Cloud CX Telephony Admin menu. A numbering plan is a telecommunication scheme that assigns telephone numbers to subscribers and telephony endpoints in Genesys Cloud CX. A numbering plan can also define various aspects of call routing, such as:

- * How many digits are required to dial a destination number
 - * Which digits are used to identify a country code, area code, or extension
 - * Which digits are used to access an outside line or an operator
 - * Which digits are used to indicate an emergency number or a special service
- A numbering plan does not have to be created manually in Genesys Cloud CX Telephony Admin menu . Genesys Cloud CX provides a set of default number plans that work for most users . You can also add and modify number plans with the following procedure . The Number Plan information page provides more details on the Genesys Cloud CX number plan implementation . References:

<https://help.mypurecloud.com/articles/number-plan-information/>

<https://help.mypurecloud.com/articles/add-number-plan/>

NEW QUESTION: 110

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: ([SHOW ANSWER](#))

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/>

NEW QUESTION: 111

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: ([SHOW ANSWER](#))

Multiple Choice, Yes/No, and Range are three question types available while creating an Evaluation Form in Genesys Cloud CX Quality Management. An Evaluation Form is a template that defines the structure and content of an evaluation. An Evaluation Form consists of various questions that assess different aspects of an agent interaction based on predefined criteria and scoring methods. You can use different types of questions to create an Evaluation Form based on your needs. The other available question types are Comment Box and Scored Comment Box. Reference:

<https://help.mypurecloud.com/articles/about-evaluation-forms/>

<https://help.mypurecloud.com/articles/create-an-evaluation-form/>

NEW QUESTION: 112

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: (SHOW ANSWER)

Explanation

In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by creating a number-plan to identify premium-rate numbers. A number-plan is a set of rules that define how outbound calls are dialed based on various criteria, such as country code, area code, prefix, etc. You can create a number-plan that blocks outbound calls to U.S. premium-rate numbers by specifying their prefixes (such as 900) in the number-plan rules.

References: <https://help.mypurecloud.com/articles/about-number-plans/>

<https://help.mypurecloud.com/articles/create-a-number-plan/>

NEW QUESTION: 113

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 (LEAVE A REPLY)

Reference:

You can find guidelines on PSTN carrier requirements in the Genesys Cloud CX Resource Center. The Genesys Cloud CX Resource Center provides documentation and resources for using and configuring Genesys Cloud CX features and functions. The PSTN carrier requirements article lists the minimum requirements that a PSTN carrier must meet to work with Genesys Cloud CX. Reference: <https://help.mypurecloud.com/articles/pstn-carrier-requirements/> <https://help.mypurecloud.com/>

NEW QUESTION: 114

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

- A. False
- B. True

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 115

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 ([LEAVE A REPLY](#))

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.

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

<https://help.mypurecloud.com/articles/add-roles-to-a-user/>

NEW QUESTION: 116

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: C ([LEAVE A REPLY](#))

Activity is an option that would help Carlos perform his task of extracting data on a group of agents handling customer service calls and tracking their performance. Activity is a feature that allows administrators and supervisors to view real-time and historical data on various aspects of Genesys Cloud CX operations, such as queues, agents, interactions, etc.

Carlos can use Activity to access various dashboards and reports that show metrics related to agent performance and productivity. Reference:

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

<https://help.mypurecloud.com/articles/view-agent-performance-dashboard/>

NEW QUESTION: 117

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

- A. True
- B. False

Answer: (SHOW ANSWER)

NEW QUESTION: 118

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 (LEAVE A REPLY)

Explanation

The best way to move forward if you want John to be able to use the features and functions of Genesys Cloud CX is to resend the invite. When you add a new user to Genesys Cloud CX, an invitation email is sent to the user's email address with a link to activate their account and set their password. If the user does not receive the invitation email, you can resend it from the Users page in Genesys Cloud CX Admin. References:

<https://help.mypurecloud.com/articles/add-a-user/>

<https://help.mypurecloud.com/articles/resend-an-invitation-email/>

NEW QUESTION: 119

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

- A. False
- B. True

Answer: A (LEAVE A REPLY)

NEW QUESTION: 120

Under which container is Queue available?

- A. Contact Center
- B. Telephony
- C. Integration
- D. Routing

Answer: D (LEAVE A REPLY)

Queue is available under Routing container in Genesys Cloud CX Admin menu. Routing is a container that holds various features and functions related to routing interactions in Genesys Cloud CX, such as queues, flows, wrap-up codes, skills, etc. Administrators can access Routing by clicking Admin > Routing in Genesys Cloud CX window. Reference:

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

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

NEW QUESTION: 121

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: C ([LEAVE A REPLY](#))

Admin > Telephone > Phone Management > Base Settings is where you can add preconfigured settings to the phones in Genesys Cloud CX Telephony Admin menu. Base settings are sets of configuration options that apply to one or more phones in Genesys Cloud CX. Base settings can include various options, such as:

Phone model

Firmware version

Line keys

Soft keys

Feature keys

You can add base settings to the phones by creating and assigning base settings profiles in Genesys Cloud CX Telephony Admin menu. Base settings profiles are templates that contain one or more base settings that apply to a group of phones based on their model or firmware version. Reference: <https://help.mypurecloud.com/articles/base-settings-overview/> <https://help.mypurecloud.com/articles/create-a-base-settings-profile/>

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NEW QUESTION: 122

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: (SHOW ANSWER)

Explanation

Grid, Text, Metric, and Chart are four available options for adding widgets to a performance dashboard. A widget is a component that displays data in a specific format on a performance dashboard. You can add different types of widgets to customize your dashboard and show the data that you need. The other available options for adding widgets are Agent Status and Web Content. References:

<https://help.mypurecloud.com/articles/add-widgets-to-a-performance-dashboard/>

<https://help.mypurecloud.com/articles/widget-types/>

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