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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q64-Q69):

NEW QUESTION # 64
Files uploaded to the workspace can be shared with non-members of the Genesys Cloud CX organization.

- A. True
- B. False

Answer: B

Explanation:
Explanation
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. References:
https://help.mypurecloud.com/articles/about-workspaces/
https://help.mypurecloud.com/articles/add-files-to-a-workspace/

NEW QUESTION # 65
Which of the following is NOT a Genesys Cloud CX Collaborate feature?

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

Answer: D

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

NEW QUESTION # 66
Currently, you manage all agents' schedules using a spreadsheet. This shows when each agent is working, when they are on breaks, and when they have meetings or other events that take them away from the queue. You would like to manage these in an easier and more automated way.

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

- A. Genesys Cloud CX Workforce Management
- B. Genesys Cloud CX API
- C. Genesys Cloud CX Reporting and Analytics
- D. Genesys Cloud CX Architect

Answer: A

Explanation:
Genesys Cloud CX Workforce Management is a feature that can replace and automate the spreadsheet schedule. Workforce Management is a system that helps contact center managers and supervisors plan and optimize agent schedules based on various factors, such as forecasted workload, agent availability, skills, preferences, etc. Workforce Management can also track and monitor agent adherence and performance in real time and provide reports and analytics on various metrics. Reference: https://help.mypurecloud.com/articles/about-workforce-management/ https://help.mypurecloud.com/articles/workforce-management-overview/

NEW QUESTION # 67
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. Time since last ACD interaction
- B. Additional attribute ratings
- C. Language skills
- D. ACD skills
- E. Staffing requirements

Answer: B,C,D

Explanation:
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 # 68
Which of the following is NOT a feature of Genesys Cloud CX contact center?

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

Answer: B

NEW QUESTION # 69
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