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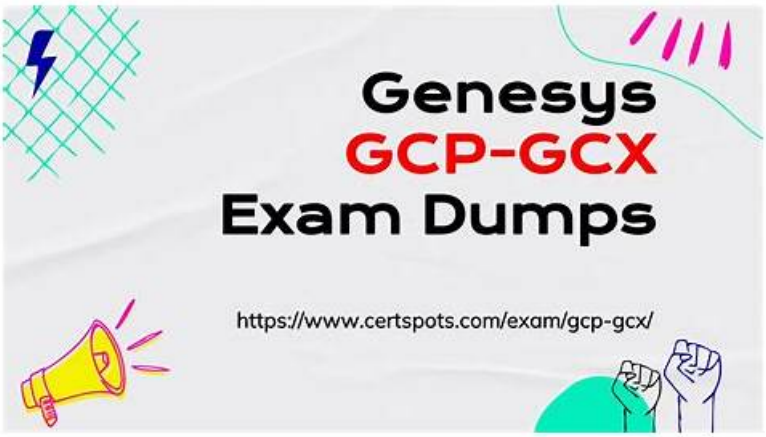

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q63-Q68):

NEW QUESTION # 63
Which view helps supervisors analyze performance issues with a specific skill in one or more queues?

- A. Skills Performance
- B. Interactions
- C. Queues Activity
- D. Agents

Answer: A

NEW QUESTION # 64
Under which container is Queue available?

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

Answer: B

NEW QUESTION # 65
Where can you add preconfigured settings to the phones?

- A. Admin > Telephone > Phone Management > Phones
- B. Admin > Telephone > Phone Management > Base Settings
- C. Admin > Telephone > Phone Management > Calls

Answer: B

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. Reference: https://help.mypurecloud.com/articles/base-settings-overview/
https://help.mypurecloud.com/articles/create-a-base-settings-profile/

NEW QUESTION # 66
Which of the following statements are true regarding the Genesys Cloud CX Edge appliance? (Choose three.)

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

Answer: B,D,E

NEW QUESTION # 67
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 Reporting and Analytics
- B. Genesys Cloud CX API
- C. Genesys Cloud CX Workforce Management
- D. Genesys Cloud CX Architect

Answer: C

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 # 68
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