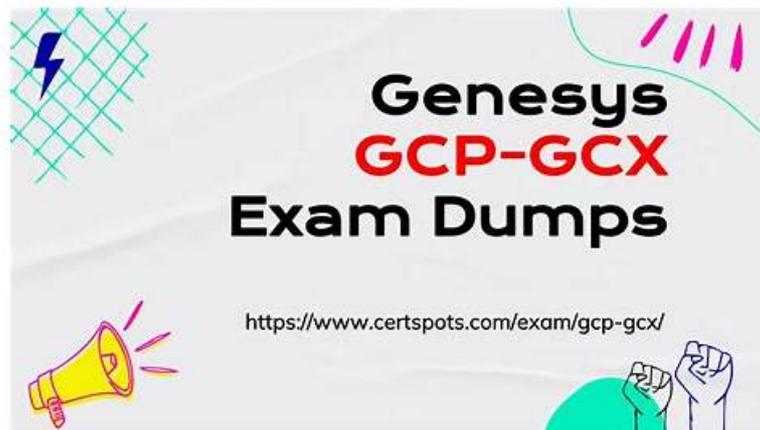


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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q21-Q26):

NEW QUESTION # 21

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

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

Answer: A,B,E,F

Explanation:

Explanation

Text, Checkbox, Web Page, and Image are some of the components that can be added to scripts. These components allow agents to view or enter information during an interaction. Text components display static or dynamic text content. Checkbox components allow agents to select one or more options from a list. Web Page components display a web page within the script. Image components display an image within the script.

References: <https://help.mypurecloud.com/articles/add-a-text-component-to-a-script/>
<https://help.mypurecloud.com/articles/add-a-checkbox-component-to-a-script/>
<https://help.mypurecloud.com/articles/add-a-web-page-component-to-a-script/>
<https://help.mypurecloud.com/articles/add-an-image-component-to-a-script/>

NEW QUESTION # 22

Genesys Cloud CX supports embedded clients for Salesforce and Zendesk.

- A. True
- B. False

Answer: A

Explanation:

Explanation

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

NEW QUESTION # 23

Where are Genesys Cloud CX call recordings stored by default?

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

Answer: B

NEW QUESTION # 24

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

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

Answer: B

Explanation:

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 # 25

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

- A. Write-Only
- B. Collaborator
- C. Read-Only

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