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## Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q114-Q119):

### NEW QUESTION # 114

Bullseye routing method relaxes the required skills as the selection pool expands from one ring to the next. What is the maximum number of rings that can be defined for Bullseye routing?

- A. 0
- **B. 1**
- C. 2
- D. 3

**Answer: B**

Explanation:

Explanation

The maximum number of rings that can be defined for Bullseye routing is 6. Bullseye routing is a type of AND Evaluation Method that evaluates agents based on predefined rings of skill requirements that relax as the selection pool expands from one ring to the next. Each ring can have one or more required skills and a minimum proficiency level for each skill. The first ring has the strictest skill requirements and the last ring has the loosest skill requirements. References: <https://help.mypurecloud.com/articles/bullseye-routing/>

#### NEW QUESTION # 115

To assign extensions to users, you must first \_\_\_\_\_.

- A. Buy the extension number from the carrier.
- **B. Create a pool of extensions.**
- C. Add the extension to the dial plan.
- D. Assign the extension to the user's phone.

**Answer: B**

Explanation:

Explanation

To assign extensions to users, you must first create a pool of extensions. Extensions are numbers that identify users within your phone system. You can create a pool of extensions by specifying a range of numbers that are available for assignment. You can then assign extensions to users individually or in bulk from the Users page in Genesys Cloud CX Admin. References:

<https://help.mypurecloud.com/articles/create-a-pool-of-extensions/>

<https://help.mypurecloud.com/articles/assign-extensions-to-users/>

#### NEW QUESTION # 116

Where can you view agent evaluation scores, evaluation activity, and calibration activity in real-time?

- **A. Performance > Overview (Evaluations)**
- B. Admin > Contact Center
- C. Admin > Quality
- D. Performance > Workspace > Dashboards

**Answer: A**

Explanation:

Explanation

Performance > Overview (Evaluations) is where you can view agent evaluation scores, evaluation activity, and calibration activity in real-time in Genesys Cloud CX Quality Management. Evaluations are assessments of agent interactions based on predefined criteria and scoring methods. Evaluations can help contact center managers and supervisors measure and improve agent performance and quality of service. Performance > Overview (Evaluations) is a dashboard that shows various metrics and details related to evaluations, such as evaluation score distribution, evaluation completion rate, calibration score variance, etc. References:

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

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

#### NEW QUESTION # 117

Which of the following add-on options are provided in Genesys Cloud CX? (Choose three.)

- **A. Workforce Engagement**
- B. Human Capital Management
- **C. AI**
- **D. Digital**
- E. VR

**Answer: A,C,D**

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. Reference: <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 # 118

Why are Divisions important in an organization?

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

**Answer: D**

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. Reference: <https://help.mypurecloud.com/glossary/division/> <https://help.mypurecloud.com/articles/about-divisions/>

#### NEW QUESTION # 119

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