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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q119-Q124):

NEW QUESTION # 119
Where can DID Numbers be assigned to? Choose 3 answers

- A. Edge
- B. Person
- C. Queue
- D. Phone
- E. Call Flow
- F. External Trunk

Answer: B,C,E

Explanation:
In Genesys Cloud CX, DID (Direct Inward Dialing) numbers can be assigned to various entities within the system to facilitate direct calling. Assignable entities include "Person" (individual users), "Call Flow" (specific call routing configurations), and "Queue" (groups of agents handling specific types of interactions). This assignment flexibility allows for efficient call routing and management, enhancing the caller experience and operational efficiency.

NEW QUESTION # 120
Where can you view agent evaluation scores, evaluation activity, and calibration activity in real-time?

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

Answer: C

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. Reference: https://help.mypurecloud.com/articles/about-evaluations/ https://help.mypurecloud.com/articles/evaluations-overview/

NEW QUESTION # 121
Organization setting that can be configured include: Choose 2 answers

- A. Queue Management
- B. invite Links
- C. Default Language
- D. Skill

Answer: B,C

Explanation:
Organization settings in Genesys Cloud CX can be configured to tailor the system to the specific needs of the organization. "Invite Links" and "Default Language" are examples of such settings. "Invite Links" allows administrators to control how users are invited to the system, and "Default Language" sets the default language for the user interface, affecting all users unless they have set their own language preference.

NEW QUESTION # 122

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. Queue Performance
- D. Queues Activity

Answer: C

Explanation:
Explanation
Queue Performance is a view that can help Jenny view specific information about a queue in real-time. This view shows various metrics and details related to a queue's performance and service level, such as interactions waiting, interactions interacting, longest waiting time, average speed of answer, etc. Jenny can select a queue from the list and see its current statistics in a graphical or tabular format. References:
https://help.mypurecloud.com/articles/queue-performance-view/
https://help.mypurecloud.com/articles/select-a-queue/

NEW QUESTION # 123

Routing is a part of customer communication that connects the customer with an appropriate automated resource or agent.

- A. False
- B. True

Answer: B

Explanation:
Explanation
Routing is a part of customer communication that connects the customer with an appropriate automated resource or agent. Routing is a process that determines how to handle incoming interactions based on various criteria, such as customer profile, agent skills, queue availability, etc. Routing can direct interactions to different resources, such as IVR menus, chatbots, voicebots, agents, queues, etc. Routing can also optimize the customer experience and the contact center performance by matching each interaction with the best available resource. References: https://help.mypurecloud.com/glossary/routing/
https://help.mypurecloud.com/articles/about-routing/

NEW QUESTION # 124

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