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## Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q17-Q22):

### NEW QUESTION # 17

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

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

Answer: D

### NEW QUESTION # 18

Which view displays current metrics and information about queues if you have a membership?

- A. Queues Activity
- **B. My Queues Activity**
- C. Queues
- D. Queues Performance

**Answer: B**

Explanation:

Reference:

My Queues Activity is a view that displays current metrics and information about the queues you are a member of, such as the number of waiting interactions, the number of current interactions, and the number of agents on queue. You can access this view by clicking Performance > Workspace > My Queues Activity. You can customize this view with filters and column controls to show only certain data. Reference: <https://help.mypurecloud.com/articles/my-queues-activity-view/>  
<https://help.mypurecloud.com/articles/customize-views/>

### NEW QUESTION # 19

Which of the following statements about WebRTC phones is incorrect?

- **A. A WebRTC phone can be used even when disconnected from the Cloud.**
- B. Genesys Cloud CX WebRTC phone runs in the browser.
- C. It is assigned to a specific user and only that user has permission to use the phone.
- D. A WebRTC phone has no additional hardware or software requirements, apart from a supported browser.

**Answer: A**

### NEW QUESTION # 20

Which feature enables a voice interaction to interrupt an email interaction?

- **A. Utilization**
- B. Scripts
- C. Emergency Routing
- D. ACD Skills

**Answer: A**

Explanation:

Utilization is a feature that enables a voice interaction to interrupt an email interaction when the voice interaction has a higher priority than the email interaction. Utilization is a percentage that indicates how much of an agent's time is spent on handling interactions. When an agent is handling an email interaction, their utilization is lower than when they are handling a voice interaction. Therefore, if a voice interaction arrives in the queue and there are no other available agents, the voice interaction can interrupt the email interaction and be routed to the agent with the lowest utilization. Reference: <https://help.mypurecloud.com/articles/utilization/>  
<https://help.mypurecloud.com/articles/understand-how-email-interactions-work/>

### NEW QUESTION # 21

Which architectural approach is used to develop a single application as a suite of small services?

- **A. Microservices Architecture**
- B. Genesys Cloud CX Salesforce Architecture
- C. Monolithic Architecture
- D. Single Core Architecture

**Answer: A**

## NEW QUESTION # 22

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