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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q57-Q62):

NEW QUESTION # 57

Genesys Cloud CX is fully supported on which of the following browsers? (Choose two.)

- A. Safari
- B. Firefox
- C. Internet Explorer
- D. Chrome
- E. Opera

Answer: A,D

NEW QUESTION # 58

Which of the following is NOT a Genesys Cloud CX Collaborate feature?

- A. AI Chat
- B. Video Chat
- C. Text Chat
- D. Content Management

Answer: A

Explanation:

AI Chat is not a Genesys Cloud CX Collaborate feature. Collaborate is a feature that enables internal communication and collaboration among users within an organization using Genesys Cloud CX. Collaborate provides various features and functions for users to interact with each other in real time or asynchronously, such as:

Text Chat

Video Chat

Content Management

Group Messaging

Presence Indicators

AI Chat is a feature that enables external communication and automation using artificial intelligence (AI) powered chatbots or voicebots. AI Chat provides various features and functions for customers to interact with chatbots or voicebots using natural language processing (NLP) and machine learning (ML), such as:

Intent Recognition

Entity Extraction

Sentiment Analysis

Conversation Flow

Knowledge Base

NEW QUESTION # 59

You can add more than one outbound route to the contact center.

- A. False
- B. True

Answer: B

Explanation:

Explanation

You can add more than one outbound route to the contact center is a true statement. You can add multiple outbound routes to the contact center in Genesys Cloud CX Telephony Admin menu based on your needs and preferences. You can add different outbound routes for different classifications of destination numbers, such as local, long distance, international, etc. You can also add different outbound routes for different trunks or numbering plans that you want to use for outgoing calls. You can also add different outbound routes for different priorities or failover scenarios that you want to implement for outgoing calls. References:

<https://help.mypurecloud.com/articles/add-an-outbound-route/>

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

NEW QUESTION # 60

You can develop a plan to generate reports regularly, however, Genesys Cloud CX does not allow you to run reports on demand.

- A. True
- B. False

Answer: B

NEW QUESTION # 61

Select all the question types available while creating an Evaluation Form. (Choose three.)

- A. Fill in the blank
- B. Multiple Choice
- C. Multiple Response
- D. Range

- E. Yes/No

Answer: B,D,E

Explanation:

Explanation

Multiple Choice, Yes/No, and Range are three question types available while creating an Evaluation Form in Genesys Cloud CX Quality Management. An Evaluation Form is a template that defines the structure and content of an evaluation. An Evaluation Form consists of various questions that assess different aspects of an agent interaction based on predefined criteria and scoring methods. You can use different types of questions to create an Evaluation Form based on your needs. The other available question types are Comment Box and Scored Comment Box. References: <https://help.mypurecloud.com/articles/about-evaluation-forms/>
<https://help.mypurecloud.com/articles/create-an-evaluation-form/>

NEW QUESTION # 62

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