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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q125-Q130):

NEW QUESTION # 125

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

- A. True
- B. False

Answer: A

NEW QUESTION # 126

A dynamic report on Genesys Cloud CX is a customizable report that allows the user to select the data and metrics that they want to include in the report and how it is presented

- A. True
- B. False

Answer: A

Explanation:

Dynamic reports in Genesys Cloud CX are indeed customizable, allowing users to select the specific data and metrics they wish to include in the report and to determine how this information is presented. This feature provides flexibility and personalization in reporting, enabling users to focus on the information that is most relevant to their roles and objectives, thereby enhancing the analysis and decision-making process.

NEW QUESTION # 127

You suspect that one of your agents is not productive.

Which report would you run to view the agent's time on breaks and login/logout details?

- A. Interaction Details Report
- B. Queue Metrics Daily Report
- **C. Agent Metrics Report**
- D. User Status Detail Report

Answer: C

Explanation:

The Agent Login-Logout Details Report is a report that would help you view an agent's time on breaks and login/logout details. This report shows various metrics related to agent availability and activity, such as total login time, total logout time, total break time, break reason codes, etc. This report can help you monitor agent productivity and adherence. Reference:

<https://help.mypurecloud.com/articles/agent-login-logout-details-report/> <https://help.mypurecloud.com/articles/monitor-agent-adherence/>

NEW QUESTION # 128

Which of the following reports display the number of interactions handled by an agent per day? (Choose two.)

- A. Agent Login-Logout Details Report
- B. Agent Metrics Report
- **C. Agent Metrics Export Report**
- D. Agent Quality Details Report

Answer: C

Explanation:

Explanation

The Agent Metrics Export Report and the Agent Metrics Report are two reports that display the number of interactions handled by an agent per day. These reports show various metrics related to agent performance and productivity, such as total interactions, average handle time, average talk time, average after call work time, etc. These reports can be filtered by date range, media type, queue, and agent. References:

<https://help.mypurecloud.com/articles/agent-metrics-export-report/>

<https://help.mypurecloud.com/articles/agent-metrics-report/>

NEW QUESTION # 129

Phone redundancy extends to include call survivability - Even when the connection to the Edge is lost, it prevents active calls from getting disconnected.

- **A. True**
- B. False

Answer: A

Explanation:

Reference:

Phone redundancy extends to include call survivability - Even when the connection to the Edge is lost, it prevents active calls from getting disconnected. Phone redundancy is a feature that allows phones to register with multiple Edges for backup purposes. Call

survivability is a feature that allows phones to maintain active calls even when they lose connection with their primary Edge. These features ensure that calls are not dropped or interrupted due to network failures or maintenance activities. Reference: <https://help.mypurecloud.com/articles/about-phone-redundancy/> <https://help.mypurecloud.com/articles/about-call-survivability/>

NEW QUESTION # 130

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