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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q25-Q30):

NEW QUESTION # 25
Genesys Cloud CX recommends that you deploy Edges in an N+1 configuration.
In the event that an active Edge fails or goes offline for routine maintenance, this configuration ensures that you can:

- A. Place and receive ACD calls; non-ACD calls can neither be place nor received.
- B. Place and receive both ACD and non-ACD calls.
- C. Receive ACD and non-ACD calls, but not place.
- D. Place ACD and non-ACD calls, but not receive.

Answer: B

Explanation:
Explanation
Genesys Cloud CX recommends that you deploy Edges in an N+1 configuration. In the event that an active Edge fails or goes offline for routine maintenance, this configuration ensures that you can place and receive both ACD and non-ACD calls. An N+1 configuration means that you have one more Edge than you need to handle your peak call volume. This way, if one Edge goes down, another Edge can take over its load without affecting your service quality or availability. References:
https://help.mypurecloud.com/articles/about-edge-devices/
https://help.mypurecloud.com/articles/edge-redundancy/

NEW QUESTION # 26
Which of the following are AND Evaluation Methods? (Choose three.)

- A. Disregard skills
- B. All skills matching
- C. Bullseye matching
- D. Best available skills
- E. Agent availability

Answer: B,C,D

Explanation:
AND Evaluation Methods are used to evaluate the skills of agents and interactions based on logical AND operations. This means that all the required skills must match for an agent to be eligible for an interaction. There are three types of AND Evaluation Methods: All skills matching, Best available skills, and Bullseye matching. All skills matching evaluates agents based on the number of skills they have in common with the interaction. Best available skills evaluates agents based on the highest skill proficiency level they have in common with the interaction. Bullseye matching evaluates agents based on predefined rings of skill requirements that relax as the selection pool expands from one ring to the next. Reference: https://help.mypurecloud.com/articles/evaluation-methods/
https://help.mypurecloud.com/articles/bullseye-routing/

NEW QUESTION # 27
While Alex is monitoring queue reports, Sam deletes an inactive agent from the queue.
Will this affect the metrics that Alex is monitoring?

- A. No
- B. Yes

Answer: A

Explanation:
No, deleting an inactive agent from the queue will not affect the metrics that Alex is monitoring in queue reports in Genesys Cloud CX Performance menu. A queue report is a report that shows various metrics and details related to queue performance and activities in Genesys Cloud CX. A queue report can help you measure and improve various aspects of your queue, such as:
Service level
Abandon rate
Average speed of answer
Average handle time
Interaction volume
Deleting an inactive agent from the queue will not affect the metrics that Alex is monitoring in queue reports because:
A queue report only counts interactions that spent time in the queue, but an agent-based report counts any interactions an agent worked with. This means that the totals in a queue report and an agent-based report may not match exactly, even if they include the same agents or queues. This is because a queue is a stand-alone entity from the perspective of Genesys Cloud CX reports, and queue metrics and agent metrics can differ for various reasons, such as:
An interaction spends time in multiple queues
An interaction abandons before an agent handles it
An agent is a member of more than one queue
An inactive agent is an agent who has not logged in to Genesys Cloud CX or has logged out. An inactive agent does not affect the metrics in queue reports because they do not contribute to various metrics and details related to queue performance and activities, such as:
Offered count
Answered count
Abandoned count
Transfer count

NEW QUESTION # 28
You cannot add variables to a script.

- A. True
- B. False

Answer: B

Explanation:
You can add variables to a script. A variable is a placeholder for a value that can change during the execution of a script. Variables can store various types of data, such as text, numbers, booleans, etc. You can use variables to display or collect information in a script, such as customer name, account number, order status, etc. You can create your own custom variables or use built-in variables that are provided by Genesys Cloud CX. Reference: https://help.mypurecloud.com/articles/about-variables-and-expressions/ https://help.mypurecloud.com/articles/add-script-variable/ https://help.mypurecloud.com/articles/built-in-script-variables/

NEW QUESTION # 29
Sam wants to install the reporting app on his iPad to access metrics.
Which of the following apps does he need to install?

- A. Genesys Cloud CX Reporting
- B. Genesys Cloud CX User
- C. Genesys Cloud CX Admin
- D. Genesys Cloud CX Supervisor

Answer: D

Explanation:
Genesys Cloud CX Supervisor is the app that Sam needs to install on his iPad to access metrics in Genesys Cloud CX Performance

menu. Genesys Cloud CX Supervisor is a mobile app that allows supervisors to monitor real-time and historical metrics about their contact center performance and activities in Genesys Cloud CX. Genesys Cloud CX Supervisor can help supervisors manage and improve various aspects of their contact center, such as:

Agent performance

Queue performance

Interaction quality

Customer satisfaction

Workforce management

Genesys Cloud CX Supervisor allows supervisors to access metrics on their iPad by providing various features, such as:

Dashboards: Supervisors can view real-time metrics about agents, queues, skills, interactions, and flows on customizable dashboards.

Reports: Supervisors can view historical data about agents, queues, skills, interactions, flows, and outcomes on predefined reports.

Alerts: Supervisors can receive notifications about important events or issues that affect their contact center performance or activities.

Coaching: Supervisors can provide feedback or guidance to agents based on their performance or activities.

NEW QUESTION # 30

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