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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q53-Q58):

NEW QUESTION # 53

If you have not created any additional templates, you will have several default template options when creating a new script. These default templates are: (Choose four.)

- A. Default Outbound Script
- B. Sales Script Template
- C. Default Inbound Script
- D. Collection Script Template
- E. Blank Script
- F. Default Callback Script

Answer: A,C,E,F

Explanation:

Explanation

Blank Script, Default Callback Script, Default Inbound Script, and Default Outbound Script are four default template options when

creating a new script if you have not created any additional templates. A template is a reusable script layout that defines the structure and content of a script. You can use templates to create scripts faster and more consistently. Genesys Cloud CX provides four default templates for different types of scripts:

- * Blank Script is an empty template that allows you to create a script from scratch.
- * Default Callback Script is a template for scripts that handle callback interactions.
- * Default Inbound Script is a template for scripts that handle inbound interactions.
- * Default Outbound Script is a template for scripts that handle outbound interactions.

You can also create your own custom templates for scripts based on your needs. References:

<https://help.mypurecloud.com/articles/create-a-script-template/>

<https://help.mypurecloud.com/articles/create-a-script-from-a-template/>

NEW QUESTION # 54

Which of the following items need to be configured for an outbound campaign? (Choose three.)

- A. Dialing Modes
- B. Contact Lists
- C. Campaigns
- D. Evaluation Forms
- E. Agents

Answer: A,B,C

Explanation:

Contact lists, campaigns, and dialing modes are three items that need to be configured for an outbound campaign in Genesys Cloud CX. An outbound campaign is a process that initiates outbound interactions to a list of contacts based on various settings and rules.

To create an outbound campaign, you need to configure the following items:

Contact lists are files that contain information about the contacts that you want to reach with your outbound campaign, such as name, phone number, email address, etc.

Campaigns are entities that define various aspects of your outbound campaign, such as dialing mode, schedule, retry options, etc.

Dialing modes are methods that determine how Genesys Cloud CX places outbound calls to contacts based on various factors, such as agent availability, contact priority, dialing rate, etc.

Some other items that need to be configured for an outbound campaign are scripts, flows, queues, etc. Reference:

<https://help.mypurecloud.com/articles/about-outbound-campaigns/> <https://help.mypurecloud.com/articles/create-a-contact-list/>

<https://help.mypurecloud.com/articles/create-a-campaign/> <https://help.mypurecloud.com/articles/dialing-modes-overview/>

NEW QUESTION # 55

Once you create a custom field on your profile, it cannot be deleted from the Admin interface

- A. True
- B. False

Answer: A

NEW QUESTION # 56

Which embedded clients does Genesys Cloud CX support? Choose 2 answers

- A. Salesforce
- B. Zendesk
- C. Oracle
- D. Zoho

Answer: A,B

Explanation:

Genesys Cloud CX supports integration with various CRM systems to enhance customer interactions by providing agents with comprehensive customer information directly within their workspace. Among the available integrations, Salesforce and Zendesk are notable for their seamless integration capabilities with Genesys Cloud CX, allowing agents to access customer data, log interactions, and manage customer relationships efficiently within the embedded clients. This integration facilitates improved customer service and

personalized interactions by leveraging the rich functionalities of Salesforce and Zendesk within the Genesys Cloud environment.

NEW QUESTION # 57

Which of the following is not a Quality Management feature?

- A. Interaction Recording
- B. Scheduling
- C. Evaluation Forms
- D. Policies

Answer: A

NEW QUESTION # 58

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