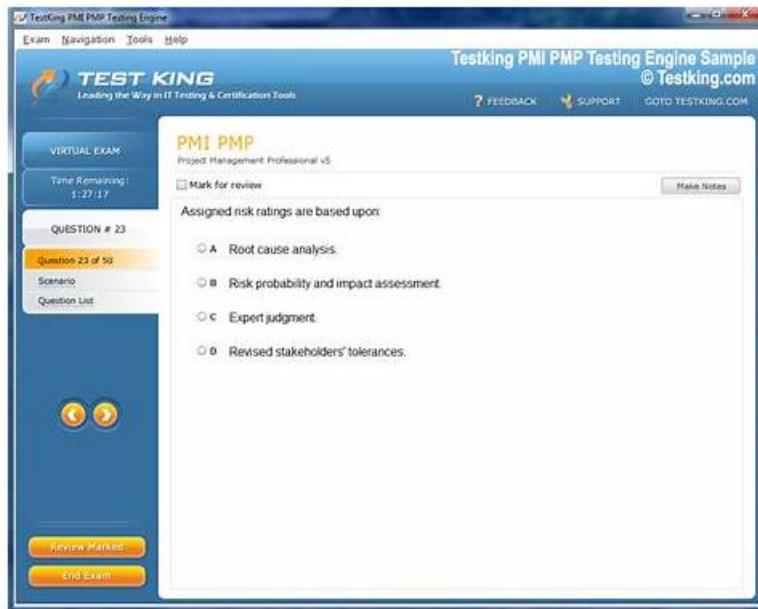


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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q76-Q81):

NEW QUESTION # 76

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 # 77

What additional functionality does Communicate bring to Genesys Cloud CX?

- A. Call center features, such as ACD and scripting.
- **B. Unified communications features, such as telephony, unified messaging, voice conferencing, and auto-attendant.**
- C. Knowledge-based features, such as FAQs and communities.
- D. Directory capabilities, such as advanced search, profiles, and keyword searching.

Answer: B

Explanation:

Communicate is a feature that brings unified communications features to Genesys Cloud CX, such as telephony, unified messaging, voice conferencing, and auto-attendant. Communicate allows users to make and receive phone calls, send and receive messages, join voice conferences, and access voicemail within Genesys Cloud CX. Communicate also integrates with third-party applications, such as Salesforce, Microsoft Teams, Zoom, etc. Reference: <https://www.genesys.com/pricing> <https://www.genesys.com/genesys-cloud/features/communicate>

NEW QUESTION # 78

Which report displays the length of each session for one or more agents over a specified period of time?

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

Answer: D

Explanation:

The Agent Login-Logout Details Report is the report that displays the length of each session for one or more agents over a specified period of time in Genesys Cloud CX Performance menu. The Agent Login-Logout Details Report is a report that shows the times when agents logged in and out and the duration of each login session during a range of hours that you specify within a day. The report displays the timestamps in the tenant's standard time zone. If an agent logs in to multiple DNs, the duration of the agent's overall login session, which is captured by the Active Time metric, begins with the first login event and ends with the last logout event. If the agent continues to be logged in over a two-day time span (or longer) and is not forcibly logged out by the system, login duration is split over each calendar day.

The Agent Login-Logout Details Report can help you measure and improve various aspects of your agent performance and activities, such as:

Availability

Productivity

Conduct

Satisfaction

You can view the Agent Login-Logout Details Report by selecting it from the Agents folder in Genesys Cloud CX Performance menu. You can also customize the report by setting various parameters, such as:

Pre-set Day Filter

Report Date

Agent Group

Agent

Media Type

NEW QUESTION # 79

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

Answer: B

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. Reference:
<https://help.mypurecloud.com/articles/about-edge-devices/> <https://help.mypurecloud.com/articles/edge-redundancy/>

NEW QUESTION # 80

You have just added 53 employees to Genesys Cloud CX, and one of them, John Camper, has emailed to inform you that he did not receive the invitation email.

Which of the following options is the best way to move forward if you want John to be able to use the features and functions of Genesys Cloud CX?

- **A. Resend the invite.**
- B. Submit a ticket to Genesys Cloud CX support.
- C. Add John to Genesys Cloud CX again so that a new invitation will be generated.
- D. Tell John to be patient and wait for the email to arrive.

Answer: A

Explanation:

Explanation

The best way to move forward if you want John to be able to use the features and functions of Genesys Cloud CX is to resend the invite. When you add a new user to Genesys Cloud CX, an invitation email is sent to the user's email address with a link to activate their account and set their password. If the user does not receive the invitation email, you can resend it from the Users page in Genesys Cloud CX Admin. References:

<https://help.mypurecloud.com/articles/add-a-user/>

<https://help.mypurecloud.com/articles/resend-an-invitation-email/>

NEW QUESTION # 81

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