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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q130-Q135):

NEW QUESTION # 130

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. Agent Metrics Report
- C. Queue Metrics Daily Report

- D. User Status Detail Report

Answer: B

Explanation:

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. References:

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

<https://help.mypurecloud.com/articles/monitor-agent-adherence/>

NEW QUESTION # 131

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

Answer: B

NEW QUESTION # 132

Genesys Cloud CX automatically deletes exported files from the inbox a week after its creation

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

Answer: B

Explanation:

Genesys Cloud CX does not automatically delete exported files from the inbox after a week. Users are responsible for managing their files, including the deletion of exported files when they are no longer needed. This approach gives users control over their data and ensures that important files are not inadvertently lost.

NEW QUESTION # 133

Which platform component manages account configuration, directory search, user membership, phone call routing, and agent assignment?

- A. Public Interface Services
- B. Application Services
- C. Communication Services
- **D. Core Services**

Answer: D

NEW QUESTION # 134

Genesys Cloud CX Voice is _____.

- A. A help bot that is available within Genesys Cloud CX chat.
- B. A third-party service that provides external Phone Trunks.
- **C. An internet-based telephony service that can be purchased and activated for use with Genesys Cloud CX.**
- D. Another name for Genesys Cloud CX.

Answer: C

Explanation:

Explanation

Genesys Cloud CX Voice is an internet-based telephony service that can be purchased and activated for use with Genesys Cloud CX. Genesys Cloud CX Voice provides a fully managed phone system that connects your phone devices with Genesys Cloud CX cloud services. With Genesys Cloud CX Voice, you do not need to configure or maintain any external trunks or telephony infrastructure. References:

<https://help.mypurecloud.com/articles/about-genesys-cloud-voice/>

<https://help.mypurecloud.com/articles/activate-genesys-cloud-voice/>

NEW QUESTION # 135

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