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Genesys GCP-GCX Genesys Cloud CX Certified Professional - Consolidated Exam 2

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q100-Q105):

NEW QUESTION # 100
Which Genesys Cloud CX feature presents caller info to an agent and allows the user to update or collect the information?

- A. Dialog boxes
- B. Toast pop-ups
- C. Scripts
- D. IVR prompts

Answer: C

Explanation:
Scripts are Genesys Cloud CX features that present caller info to an agent and allow the user to update or collect the information. Scripts are predefined sets of questions or instructions that guide agents through interactions with customers. Scripts can display customer information from various sources, such as data actions or data dips, and allow agents to enter or update information during or after an interaction. References: <https://help.mypurecloud.com/glossary/script/> <https://help.mypurecloud.com/articles/about-scripts/>

NEW QUESTION # 101
If you have not configured an email address to report issues to, Genesys Cloud CX:

- A. Does not route the emails to any email address.
- B. Collects such emails and stores it until an email address to report issues is configured.
- C. Automatically creates an email address and routes all such emails to this address.
- D. Sends the emails to anyone who has the admin role assigned in your organization.

Answer: B

NEW QUESTION # 102
_____ binds the numbering plan with the trunk.

- A. Edge
- B. Edge Group
- C. Inbound route
- D. Outbound route

Answer: D

Explanation:
Explanation

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q51-Q56):

NEW QUESTION # 51

Where do you add the list of IP or CIDR addresses which are allowed or denied access to an External or Phone Trunk?

- A. Availability
- B. Outbound
- C. SIP Access Control
- D. Calling

Answer: C

Explanation:

Explanation

SIP Access Control is where you can add the list of IP or CIDR addresses that are allowed or denied access to an External or Phone Trunk in Genesys Cloud CX Telephony Admin menu. SIP Access Control is a feature that allows you to control which IP addresses or CIDR ranges can access your External or Phone Trunks in Genesys Cloud CX. SIP Access Control can help you enhance the security and performance of your trunks by preventing unauthorized or unwanted access from external sources. You can add IP addresses or CIDR ranges to the Allow List or Deny List of your trunks based on your needs and preferences. References: <https://help.mypurecloud.com/articles/sip-access-control-overview/>
<https://help.mypurecloud.com/articles/add-an-ip-address-or-cidr-range-to-a-trunk/>

NEW QUESTION # 52

The license used by a user is determined by the permissions enabled in the roles assigned to that user.

- A. True
- B. False

Answer: A

NEW QUESTION # 53

What is the maximum tile size that can be uploaded onto Genesys Cloud CX's Workspace?

- A. No limit
- B. 2 GB
- C. 10 MB
- D. 100 MB

Answer: B

NEW QUESTION # 54

Genesys Cloud CX ACD assigns interactions to the most appropriate agent available.

Which of the following attributes is used to determine the best available agent? (Choose three.)

- A. Staffing requirements
- B. ACD skills
- C. Language skills
- D. Time since last ACD interaction
- E. Additional attribute ratings

Answer: B,C,E

Explanation:

Language skills, additional attribute ratings, and ACD skills are three attributes that are used to determine the best available agent for an interaction in Genesys Cloud CX ACD. These attributes are ratings that indicate an agent's proficiency or preference for handling certain types of interactions or customers. For example:

Language skills indicate an agent's ability to speak or write in different languages.

Additional attribute ratings indicate an agent's knowledge or experience with specific products, services, topics, etc.

ACD skills indicate an agent's capability or willingness to handle different media types or queues.

Genesys Cloud CX ACD uses these attributes to match each interaction with an agent who has the highest ratings for those attributes. Reference: <https://help.mypurecloud.com/articles/about-acd-evaluation-methods/>

<https://help.mypurecloud.com/articles/add-language-skills-to-an-agent-profile/> <https://help.mypurecloud.com/articles/add-additional-attribute-ratings-to-an-agent-profile/> <https://help.mypurecloud.com/articles/add-acd-skills-to-an-agent-profile/>

NEW QUESTION # 55

Which of the following statements is NOT true regarding Management Units?

- **A. A maximum of 100 agents can be added to a single Management Unit.**
- B. Agents that handle the same set of interactions should belong to the same management unit.
- C. They help you create, manage, and view schedules for a group.
- D. Management Units partition agents and interactions into logical groups.

Answer: A

Explanation:

Explanation

A maximum of 100 agents can be added to a single Management Unit is not a true statement regarding Management Units in Genesys Cloud CX Workforce Management. A Management Unit is a logical grouping of agents who handle similar types of interactions in Workforce Management. A Management Unit can have various settings configured to define its behavior and performance, such as time zone, service level target, shrinkage percentage, etc. There is no limit on the number of agents that can be added to a single Management Unit. References: <https://help.mypurecloud.com/glossary/management-unit/> <https://help.mypurecloud.com/articles/create-a-management-unit/>

NEW QUESTION # 56

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