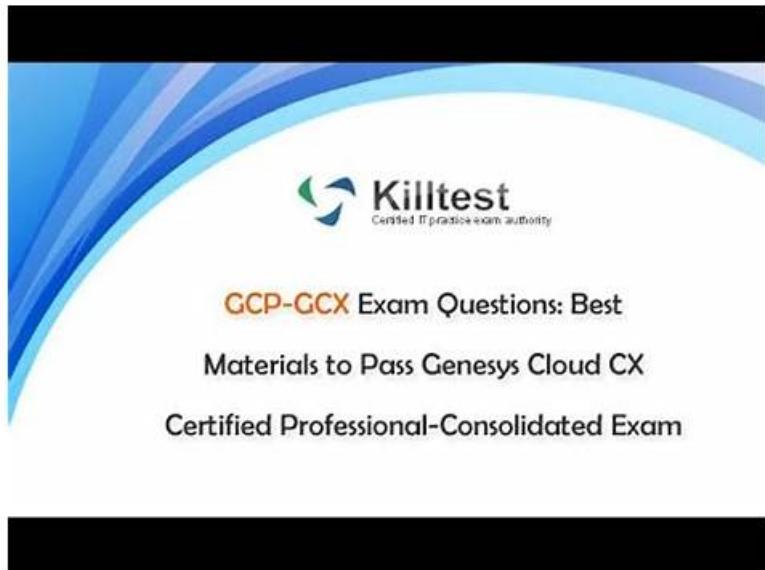


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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q138-Q143):

NEW QUESTION # 138

Files uploaded to the workspace can be shared with non-members of the Genesys Cloud CX organization.

- A. True
- B. False

Answer: B

Explanation:

Explanation

Files uploaded to the workspace cannot be shared with non-members of the Genesys Cloud CX organization.

The workspace is a secure place for each group in the organization to upload, organize, and share documents and files. Only members of the group can access the files in the workspace. References:

<https://help.mypurecloud.com/articles/about-workspaces/>

<https://help.mypurecloud.com/articles/add-files-to-a-workspace/>

NEW QUESTION # 139

Which of the following routes interactions based on an algorithm that determines the best available agent for the interaction?

- A. Architect
- B. **Automatic Call Distribution**
- C. Scheduling
- D. Emergency Groups

Answer: B

Explanation:

Explanation

Automatic Call Distribution (ACD) is the feature that routes interactions based on an algorithm that determines the best available agent for the interaction. ACD is a system that distributes incoming calls (or other types of interactions) to agents or queues based on various criteria, such as agent skills, availability, priority, etc. ACD uses an algorithm that evaluates these criteria and assigns each interaction to the most appropriate agent or queue. References:

<https://help.mypurecloud.com/glossary/automatic-call-distribution-acd/>

<https://help.mypurecloud.com/articles/about-acd/>

NEW QUESTION # 140

Select all access level permission types for workspace (Documents > Workspace) membership. (Choose three.)

- A. Write-Only
- B. **Read-Only**
- C. Partial
- D. **Contributor**
- E. Collaborator
- F. **Full Access**

Answer: B,D,F

NEW QUESTION # 141

A user who is freshly added to Genesys Cloud CX realizes that there is no phone call icon on the left pane, preventing the user from making or receiving calls.

What is the most likely reason for this?

- A. **The user is not assigned the appropriate role.**
- B. The user may have deleted the icon.
- C. The user's phone is unplugged.
- D. The phone number is being used by a different user.

Answer: A

NEW QUESTION # 142

In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by:

- A. Specifying the premium-rate numbers you would like to restrict access to, while subscribing to Genesys Cloud CX.
- B. Configuring trunks to identify premium-rate numbers.

- C. Creating a number-plan to identify premium-rate numbers.
- D. Manually training users to prevent calling premium-rate numbers.

Answer: C

Explanation:

In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by creating a number-plan to identify premium-rate numbers. A number-plan is a set of rules that define how outbound calls are dialed based on various criteria, such as country code, area code, prefix, etc. You can create a number-plan that blocks outbound calls to U.S. premium-rate numbers by specifying their prefixes (such as 900) in the number-plan rules. Reference: <https://help.mypurecloud.com/articles/about-number-plans/> <https://help.mypurecloud.com/articles/create-a-number-plan/>

NEW QUESTION # 143

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