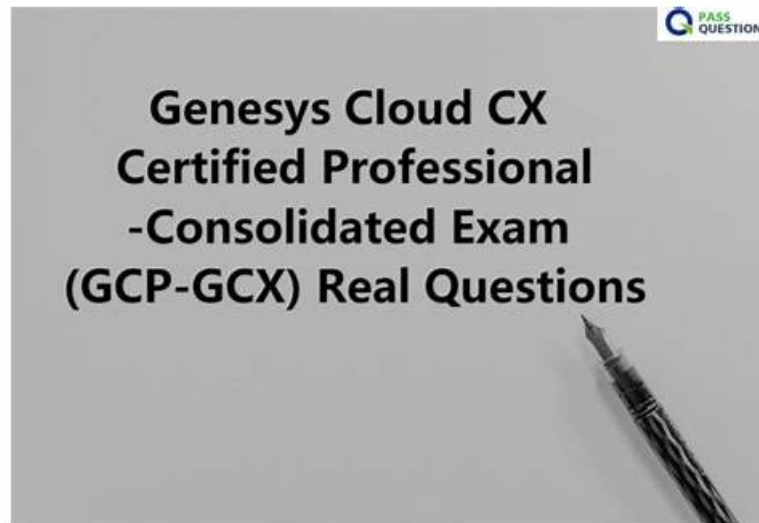


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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q11-Q16):

NEW QUESTION # 11

What is the maximum limit for creating performance dashboards for private users?

- A. 0
- B. 1
- C. 2
- D. 3

Answer: B

Explanation:

Explanation

The maximum limit for creating performance dashboards for private users is 10. A performance dashboard is a customizable view that shows real-time or historical data for various aspects of Genesys Cloud CX operations, such as queues, agents, interactions, etc. You can create performance dashboards for your own use (private) or share them with other users (public). The limit for creating public performance dashboards is 50. References:

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

<https://help.mypurecloud.com/articles/create-a-performance-dashboard/>

NEW QUESTION # 12

Number plan determines how many and which digits are necessary for call routing.

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

Answer: B

Explanation:

Explanation

Number plan determines how many and which digits are necessary for call routing is a true statement. A number plan is a telecommunication scheme that assigns telephone numbers to subscribers and telephony endpoints in Genesys Cloud CX. A number plan can also define various aspects of call routing, such as:

* How many digits are required to dial a destination number

* Which digits are used to identify a country code, area code, or extension

* Which digits are used to access an outside line or an operator

* Which digits are used to indicate an emergency number or a special service A number plan can be added or modified based on the organizational requirements in Genesys Cloud CX. A number plan can also be tested with the call simulator tool in Genesys Cloud CX. References:

<https://help.mypurecloud.com/articles/number-plan-information/>

<https://help.mypurecloud.com/articles/add-number-plan/>

<https://help.mypurecloud.com/articles/test-destination-phone-numbers-with-the-call-simulator/>

NEW QUESTION # 13

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

Answer: C

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 # 14

User Status Detail report includes specifics about queue activity such as interacting, idle, and not responding.

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

Answer: B

NEW QUESTION # 15

You cannot add variables to a script.

- A. False
- B. True

Answer: A

NEW QUESTION # 16

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