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

NEW QUESTION # 11
Where can you view agent evaluation scores, evaluation activity, and calibration activity in real-time?

- A. Performance > Overview (Evaluations)
- B. Admin > Quality
- C. Performance > Workspace > Dashboards
- D. Admin > Contact Center

Answer: A

Explanation:
Performance > Overview (Evaluations) is where you can view agent evaluation scores, evaluation activity, and calibration activity in real-time in Genesys Cloud CX Quality Management. Evaluations are assessments of agent interactions based on predefined criteria and scoring methods. Evaluations can help contact center managers and supervisors measure and improve agent performance and quality of service. Performance > Overview (Evaluations) is a dashboard that shows various metrics and details related to

evaluations, such as evaluation score distribution, evaluation completion rate, calibration score variance, etc. Reference: https://help.mypurecloud.com/articles/about-evaluations/ https://help.mypurecloud.com/articles/evaluations-overview/

NEW QUESTION # 12
Which of the following statements are true? (Choose three.)

- A. Reports once created cannot be configured.
- B. An agent-based report counts any interactions an agent worked with.
- C. Each report contains a predefined set of metrics.
- D. A queue report only counts interactions handled by an agent.
- E. An Abandon is an interaction that disconnects before an agent handles it.

Answer: B,C,E

NEW QUESTION # 13
Which one of the following Genesys Cloud CX configuration options provides a way to ensure that phones of a specific make and model are all deployed with the same settings?

- A. Base Settings
- B. Default Station Configuration
- C. IP Phone Templates
- D. Managed IP Phones

Answer: C

Explanation:
IP Phone Templates in Genesys Cloud CX provide a standardized way to configure and deploy phones of a specific make and model with the same settings across the organization. This feature ensures consistency and efficiency in phone deployment, reducing the complexity of individually configuring each phone and ensuring that all necessary settings are uniformly applied.

NEW QUESTION # 14
Which user role is required to perform the deployment and installation of the Genesys Cloud CX organization?

- A. employee
- B. Supervisor
- C. User
- D. admin

Answer: D

Explanation:
Explanation
The user role that is required to perform the deployment and installation of the Genesys Cloud CX organization is admin. The admin role grants full access to all features and functions within Genesys Cloud CX, including organization settings, integrations, user management, etc. The admin role is also required to activate licenses and subscriptions for Genesys Cloud CX. References: https://help.mypurecloud.com/articles/admin-role/
https://help.mypurecloud.com/articles/activate-your-subscription-and-licenses/

NEW QUESTION # 15
Carlos is an administrator who needs to extract data on a group of agents handling customer service calls and track their performance. These statistics allow him to estimate their average handling time.
Which of the following options would help him perform his task?

- A. Workspaces
- B. Documents
- C. Directory

- D. Activity

Answer: A

Explanation:
Activity is an option that would help Carlos perform his task of extracting data on a group of agents handling customer service calls and tracking their performance. Activity is a feature that allows administrators and supervisors to view real-time and historical data on various aspects of Genesys Cloud CX operations, such as queues, agents, interactions, etc. Carlos can use Activity to access various dashboards and reports that show metrics related to agent performance and productivity. Reference: https://help.mypurecloud.com/articles/about-activity/ https://help.mypurecloud.com/articles/view-agent-performance-dashboard/

NEW QUESTION # 16

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