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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:
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 (Q33-Q38):

NEW QUESTION # 33
Which options can be configured when setting up a queue? (Choose two.)

- A. Utilization
- B. Alerting Timeout
- C. Wrap-up Codes
- D. ACD Skills
- E. Inbound Flows

Answer: A,C

Explanation:
Explanation
Wrap-up codes and utilization are two options that can be configured when setting up a queue. A queue is a logical grouping of agents who handle similar types of interactions, such as voice calls, chats, emails, etc. A queue can have various options configured to define its behavior and performance, such as:
* Wrap-up codes are labels that agents can assign to interactions after they complete them to indicate the outcome or reason for the interaction.
* Utilization is a percentage that indicates how much time an agent spends handling interactions versus being available for new interactions.
Some other options that can be configured when setting up a queue are routing method, service level target, maximum wait time, etc.
References: https://help.mypurecloud.com/articles/about-queues/

https://help.mypurecloud.com/articles/create-and-configure-queues/

https://help.mypurecloud.com/glossary/wrap-up-code/ https://help.mypurecloud.com/glossary/utilization/

NEW QUESTION # 34
Select the reasons behind a user not receiving calls through their assigned DID number or extension. (Choose two.)

- A. The DID number and extension are not listed in the DID or extension pools.
- B. The user does not have the proper license type, roles, and permissions.
- C. The DID number and extension are considered the same numbers and entered into the same phone.
- D. The DID number and the extension do not have the same last 4 digits.

Answer: A,B

Explanation:
The DID number and extension are not listed in the DID or extension pools and the user does not have the proper license type roles and permissions are two reasons behind a user not receiving calls through their assigned DID number or extension in Genesys Cloud CX Telephony Admin menu.
A DID number is a direct inward dialing number that allows callers to reach an individual user directly without going through an operator or IVR menu.
An extension is a short internal number that allows users to reach each other within an organization without dialing a full phone number.
A DID pool is a collection of DID numbers that are available for assignment to users or queues.
An extension pool is a collection of extensions that are available for assignment to users.
To receive calls through their assigned DID number or extension in Genesys Cloud CX Telephony Admin menu , a user needs to have their DID number and extension listed in the DID pool and extension pool respectively . If their DID number or extension is not listed in the pools , they will not be able to receive calls through them . Additionally , a user needs to have the proper license type , roles , and permissions assigned to their profile to receive calls through their assigned DID number or extension . A license type determines what features and functions a user can access in Genesys Cloud CX . A role determines what actions a user can perform or see in Genesys Cloud CX . A permission determines what specific feature or function a user can access within a role . To receive calls through their assigned DID number or extension , a user needs to have a license type that supports telephony features , such as

Communicate , Collaborate , etc . They also need to have roles that allow them to use telephony features , such as Agent ,
Supervisor , etc . They also need to have permissions that allow them

NEW QUESTION # 35
Organizations with Communicate licenses can set up basic IVR with inbound call flow

- A. True
- B. False

Answer: A

Explanation:
Organizations with Communicate licenses in Genesys Cloud CX have the capability to set up basic Interactive Voice Response
(IVR) systems as part of their inbound call flows. This allows for the creation of automated menus and routing options that can direct
callers to the appropriate department or information, enhancing the efficiency of call handling and improving the caller experience.

NEW QUESTION # 36
What type of trunk would you configure to connect to AudioCodes phones?

- A. Phone trunk
- B. External trunk
- C. WebRTC phone trunk
- D. Network interface trunk

Answer: A

Explanation:
Explanation
Phone trunk is the type of trunk that you would configure to connect to AudioCodes phones in Genesys Cloud CX Telephony
Admin menu. A trunk is a logical connection that allows voice communication between different systems or networks using various
protocols or technologies. A trunk can have various options configured to define its behavior and performance, such as capacity
limits, codecs preferences, caller ID settings etc. A phone trunk is a type of trunk that connects AudioCodes phones with Genesys
Cloud CX using SIP protocol over TLS transport layer. References: https://help.mypurecloud.com/glossary/trunk/
https://help.mypurecloud.com/articles/create-a-phone-trunk/
https://help.mypurecloud.com/articles/audiocodes-phone-trunk-settings/

NEW QUESTION # 37
In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by:

- A. Creating a number-plan to identify premium-rate numbers.
- B. Specifying the premium-rate numbers you would like to restrict access to, while subscribing to Genesys Cloud CX.
- C. Manually training users to prevent calling premium-rate numbers.
- D. Configuring trunks to identify premium-rate numbers.

Answer: A

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 # 38
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