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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q47-Q52):

NEW QUESTION #47

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

• A. IVR prompts

- B. Dialog boxes
- C. Toast pop-ups
- D. Scripts

Answer: B

NEW QUESTION #48

Genesys Cloud CX supports embedded clients for Salesforce and Zendesk.

- A. False
- B. True

Answer: B

NEW QUESTION #49

Which feature enables a voice interaction to interrupt an email interaction?

- A. Utilization
- B. Emergency Routing
- C. ACD Skills
- D. Scripts

Answer: A

Explanation:

Explanation

Utilization is a feature that enables a voice interaction to interrupt an email interaction when the voice interaction has a higher priority than the email interaction. Utilization is a percentage that indicates how much of an agent's time is spent on handling interactions. When an agent is handling an email interaction, their utilization is lower than when they are handling a voice interaction. Therefore, if a voice interaction arrives in the queue and there are no other available agents, the voice interaction can interrupt the email interaction and be routed to the agent with the lowest utilization. References:

https://help.mypurecloud.com/articles/utilization/

https://help.mypurecloud.com/articles/understand-how-email-interactions-work/

NEW OUESTION #50

While Alex is monitoring queue reports, Sam deletes an inactive agent from the queue. Will this affect the metrics that Alex is monitoring?

- A. Yes
- B. No

Answer: B

NEW QUESTION #51

Which of following file formats are available to export a report? (Choose three.)

- A. .txt
- B. .xlsx
- C. .pdf
- D. .doc
- E. .docx
- F. .xls

Answer: C,D,F

NEW QUESTION #52

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