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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q111-Q116):

NEW QUESTION # 111
Which of the following attributes ensure that the interactions are routed to the most qualified agent? (Choose two.)

- A. Skills
- B. Knowledge levels
- C. Index Ratings
- D. Medians
- E. Languages

Answer: A,E

Explanation:
Languages and skills are two attributes that ensure that the interactions are routed to the most qualified agent. Languages and skills are ratings that indicate an agent's proficiency or preference for handling certain types of interactions or customers. For example:
Languages indicate an agent's ability to speak or write in different languages.
Skills indicate an agent's capability or willingness to handle different media types or queues.
Genesys Cloud CX routing uses these attributes to match each interaction with an agent who has the highest ratings for those attributes. Reference: https://help.mypurecloud.com/articles/about-acd-evaluation-methods/
https://help.mypurecloud.com/articles/add-language-skills-to-an-agent-profile/ https://help.mypurecloud.com/articles/add-acd-skills-to-an-agent-profile/

NEW QUESTION # 112
Where do you add the list of IP or CIDR addresses which are allowed or denied access to an External or Phone Trunk?

- A. Calling
- B. SIP Access Control
- C. Availability
- D. Outbound

Answer: B

Explanation:
SIP Access Control is where you can add the list of IP or CIDR addresses that are allowed or denied access to an External or Phone Trunk in Genesys Cloud CX Telephony Admin menu. SIP Access Control is a feature that allows you to control which IP addresses or CIDR ranges can access your External or Phone Trunks in Genesys Cloud CX. SIP Access Control can help you enhance the security and performance of your trunks by preventing unauthorized or unwanted access from external sources. You can add IP addresses or CIDR ranges to the Allow List or Deny List of your trunks based on your needs and preferences. Reference: https://help.mypurecloud.com/articles/sip-access-control-overview/ https://help.mypurecloud.com/articles/add-an-ip-address-or-cidr-range-to-a-trunk/

NEW QUESTION # 113
Genesys Cloud CX supports embedded clients for Salesforce and Zendesk.

- A. False
- B. True

Answer: B

Explanation:
Explanation
Genesys Cloud CX supports embedded clients for Salesforce and Zendesk, which allow agents to use Genesys Cloud CX features within their CRM applications. The embedded clients provide seamless integration between Genesys Cloud CX and Salesforce or

Zendesk, such as screen pop, click-to-dial, call logging, and more. References: https://help.mypurecloud.com/articles/about-salesforce-integration/
https://help.mypurecloud.com/articles/about-zendesk-integration/

NEW QUESTION # 114

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

- A. False
- B. True

Answer: A

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 # 115

You can develop a plan to generate reports regularly, however, Genesys Cloud CX does not allow you to run reports on demand.

- A. False
- B. True

Answer: A

Explanation:
You can develop a plan to generate reports regularly, however, Genesys Cloud CX does not allow you to run reports on demand is a false statement. You can develop a plan to generate reports regularly and also run reports on demand in Genesys Cloud CX Performance menu. Reports are tools that allow you to view various metrics and details related to your contact center performance and activities in Genesys Cloud CX. Reports can help you measure and improve various aspects of your contact center, such as:
Agent performance
Queue performance
Interaction quality
Customer satisfaction
Workforce management
You can develop a plan to generate reports regularly by scheduling reports in Genesys Cloud CX Performance menu. Scheduling reports allows you to automate the generation and delivery of reports based on various options, such as:
Report type
Report format
Report frequency
Report recipients
You can also run reports on demand by viewing reports in Genesys Cloud CX Performance menu. Viewing reports allows you to generate and display reports based on various options, such as:
Report type
Report filters
Report date range
Report columns

NEW QUESTION # 116

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