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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q19-Q24):

NEW QUESTION # 19

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

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

Answer: A,D

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 # 20

Genesys Cloud CX tracks metric statistics in _____ minute intervals.

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

Answer: A

Explanation:

Genesys Cloud CX tracks metric statistics in 10 minute intervals. This means that Genesys Cloud CX collects and aggregates data for various metrics every 10 minutes. This applies to both real-time and historical data. For example:

Real-time data: Genesys Cloud CX updates the dashboards and views with the latest data every 10 minutes. You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.

Historical data: Genesys Cloud CX stores the data for various metrics every 10 minutes. You can see the historical values of various metrics, such as offered count, answered count, abandoned count, and transfer count.

Genesys Cloud CX tracks metric statistics in 10 minute intervals to provide consistent and accurate data for your contact center performance and activities. You can use this data to measure and improve various aspects of your contact center, such as:

Agent performance

Queue performance

Interaction quality

Customer satisfaction

Workforce management

NEW QUESTION # 21

The status of agents, whether active or inactive, does not impact metrics in queue reports, however, active agents appear on/affect agent reports.

- A. True
- B. False

Answer: B

NEW QUESTION # 22

Which view helps supervisors analyze performance issues with a specific skill in one or more queues?

- A. Skills Performance
- B. Queues Activity
- C. Agents
- D. Interactions

Answer: A

Explanation:

Reference:

The Skills Performance view helps supervisors analyze performance issues with a specific skill in one or more queues. It shows metrics such as service level, average speed of answer, average handle time, and abandonment rate for each skill. Supervisors can use this view to identify skills that need more training or staffing. Reference: <https://help.mypurecloud.com/articles/skills-performance-view/>

NEW QUESTION # 23

Genesys Cloud CX Collaborate supports video chat with upto _____ people simultaneously

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

Answer: B

NEW QUESTION # 24

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