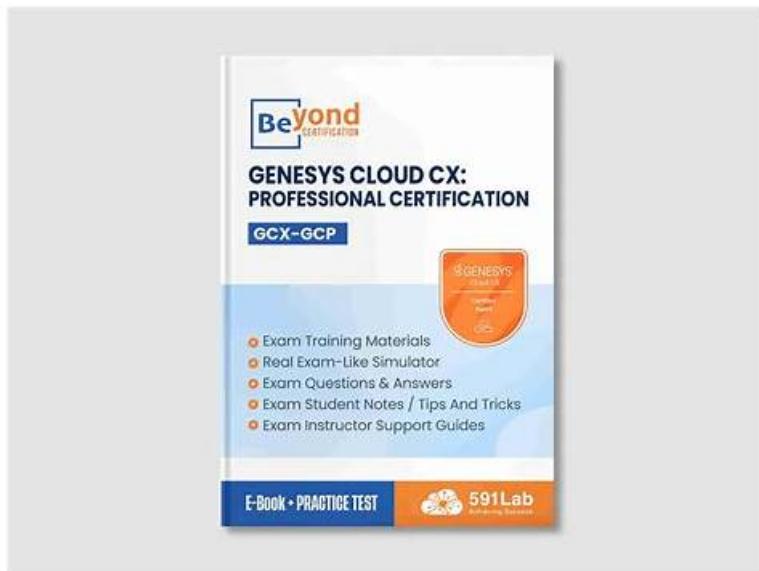


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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q58-Q63):

NEW QUESTION # 58

Where are Genesys Cloud CX call recordings stored by default?

- A. AWS Cloud
- B. Web Service
- **C. Cloud**
- D. Edges

Answer: C

NEW QUESTION # 59

Policies automate repetitive quality management tasks.

Which of the following items could be defined as policies? (Choose three.)

- A. Specify time sets as a matching criteria.
- B. Update the Do Not Call list with records that have the appropriate wrap-up code.
- C. Automatically assign an evaluation for all calls over 5 minutes.
- D. Determine how long to retain recordings and whether to archive or delete them
- E. Set up a schedule to run a daily report.

Answer: B,C,D

Explanation:

Explanation

Update the Do Not Call list with records that have the appropriate wrap-up code, automatically assign an evaluation for all calls over 5 minutes, and determine how long to retain recordings and whether to archive or delete them are three items that could be defined as policies in Genesys Cloud CX Quality Management.

Policies are rules that automate repetitive quality management tasks based on various criteria and conditions.

Policies can help contact center managers and supervisors streamline their quality management processes and ensure compliance with best practices and regulations. References:

<https://help.mypurecloud.com/articles/about-policies/> <https://help.mypurecloud.com/articles/create-a-policy/>

NEW QUESTION # 60

The license used by a user is determined by the permissions enabled in the roles assigned to that user.

- A. True
- B. False

Answer: A

Explanation:

The license used by a user is determined by the permissions enabled in the roles assigned to that user. Genesys Cloud CX offers different types of licenses with different levels of access and functionality. Each license corresponds to a set of permissions that enable or disable certain features within Genesys Cloud CX. When a user is assigned a role, they inherit the permissions associated with that role, which in turn determines their license type. Reference: <https://help.mypurecloud.com/articles/about-licenses/> <https://help.mypurecloud.com/articles/assign-licenses-to-users/>

NEW QUESTION # 61

Currently, you manage all agents' schedules using a spreadsheet. This shows when each agent is working, when they are on breaks, and when they have meetings or other events that take them away from the queue.

You would like to manage these in an easier and more automated way.

Which Genesys Cloud CX contact center feature can you use to replace and automate the spreadsheet schedule?

- A. Genesys Cloud CX Reporting and Analytics
- B. Genesys Cloud CX Workforce Management
- C. Genesys Cloud CX Architect
- D. Genesys Cloud CX API

Answer: B

Explanation:

Explanation

Genesys Cloud CX Workforce Management is a feature that can replace and automate the spreadsheet schedule. Workforce Management is a system that helps contact center managers and supervisors plan and optimize agent schedules based on various factors, such as forecasted workload, agent availability, skills, preferences, etc. Workforce Management can also track and monitor agent adherence and performance in real time and provide reports and analytics on various metrics. References:

<https://help.mypurecloud.com/articles/about-workforce-management/>

NEW QUESTION # 62

Where can call recording be enabled?

- A. Trunks
- B. Phones
- C. Edges and Edge Group

Answer: C

Explanation:

Call recording in Genesys Cloud CX can be enabled at the level of Edges and Edge Groups. Edges are the appliances that provide connectivity to the public switched telephone network (PSTN) and VoIP services, while Edge Groups are collections of these Edges. By enabling call recording at this level, organizations can ensure that inbound and outbound interactions are recorded for quality assurance, compliance, and training purposes. This setup allows for centralized management of recording policies and storage, ensuring consistency across the organization.

NEW QUESTION # 63

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