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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q116-Q121):

NEW QUESTION # 116

You can add more than one outbound route to the contact center.

- A. True
- B. False

Answer: A

Explanation:

Explanation

You can add more than one outbound route to the contact center is a true statement. You can add multiple outbound routes to the contact center in Genesys Cloud CX Telephony Admin menu based on your needs and preferences. You can add different outbound routes for different classifications of destination numbers, such as local, long distance, international, etc. You can also add different outbound routes for different trunks or numbering plans that you want to use for outgoing calls. You can also add different outbound routes for different priorities or failover scenarios that you want to implement for outgoing calls. References:

<https://help.mypurecloud.com/articles/add-an-outbound-route/>

<https://help.mypurecloud.com/articles/outbound-routes-overview/>

NEW QUESTION # 117

Which of the following statements is NOT true regarding Management Units?

- A. Agents that handle the same set of interactions should belong to the same management unit.
- B. They help you create, manage, and view schedules for a group.
- C. Management Units partition agents and interactions into logical groups.
- D. A maximum of 100 agents can be added to a single Management Unit.

Answer: D

NEW QUESTION # 118

Under which container is Queue available?

- A. Telephony
- B. Contact Center
- C. Routing
- D. Integration

Answer: C

NEW QUESTION # 119

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

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

Answer: A,D

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.

Reference: <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 # 120

Carlos is an administrator who needs to extract data on a group of agents handling customer service calls and track their performance. These statistics allow him to estimate their average handling time.

Which of the following options would help him perform his task?

- A. Documents
- B. **Activity**
- C. Workspaces
- D. Directory

Answer: B

NEW QUESTION # 121

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