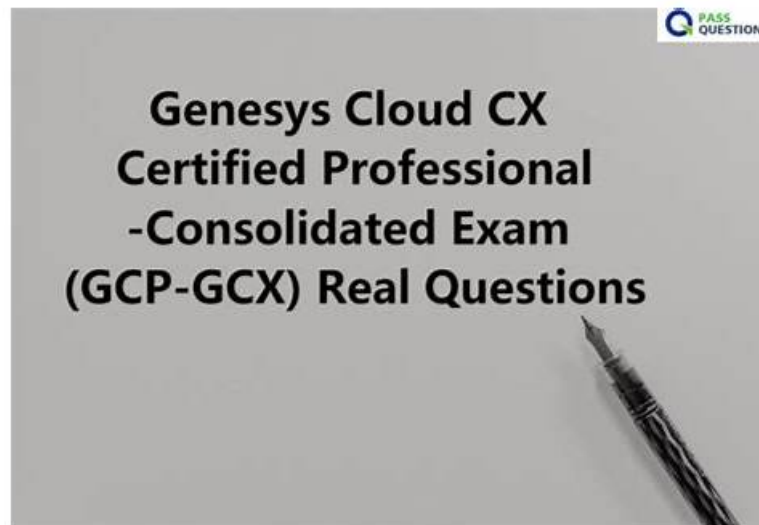


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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q121-Q126):

NEW QUESTION # 121

You suspect that one of your agents is not productive.

Which report would you run to view the agent's time on breaks and login/logout details?

- A. User Status Detail Report
- **B. Agent Metrics Report**
- C. Queue Metrics Daily Report
- D. Interaction Details Report

Answer: B

Explanation:

Explanation

The Agent Login-Logout Details Report is a report that would help you view an agent's time on breaks and login/logout details. This report shows various metrics related to agent availability and activity, such as total login time, total logout time, total break time, break reason codes, etc. This report can help you monitor agent productivity and adherence. References:

<https://help.mypurecloud.com/articles/agent-login-logout-details-report/>

<https://help.mypurecloud.com/articles/monitor-agent-adherence/>

NEW QUESTION # 122

Genesys Cloud CX recommends that you deploy Edges in an N+1 configuration.

In the event that an active Edge fails or goes offline for routine maintenance, this configuration ensures that you can:

- A. Place and receive ACD calls; non-ACD calls can neither be place nor received.
- B. Place ACD and non-ACD calls, but not receive.
- **C. Place and receive both ACD and non-ACD calls.**
- D. Receive ACD and non-ACD calls, but not place.

Answer: C

Explanation:

Explanation

Genesys Cloud CX recommends that you deploy Edges in an N+1 configuration. In the event that an active Edge fails or goes offline for routine maintenance, this configuration ensures that you can place and receive both ACD and non-ACD calls. An N+1 configuration means that you have one more Edge than you need to handle your peak call volume. This way, if one Edge goes down, another Edge can take over its load without affecting your service quality or availability. References:

<https://help.mypurecloud.com/articles/about-edge-devices/>

<https://help.mypurecloud.com/articles/edge-redundancy/>

NEW QUESTION # 123

Select the factors which can cause report generation failures and increased runtimes. (Choose two.)

- **A. Asking every team member to run and save a copy of the report.**
- **B. Running reports during peak hours.**
- C. Reviewing and ensuring the usage of scheduled reports.
- D. Adjusting report parameters in order to include fewer agents, queues, and interactions.

Answer: A,B

Explanation:

Running reports during peak hours and asking every team member to run and save a copy of the report are two factors that can cause report generation failures and increased runtimes. Running reports during peak hours can put additional load on the system and affect its performance and availability. Asking every team member to run and save a copy of the report can create redundant data and consume unnecessary storage space. To avoid these issues, you can follow some best practices for running reports, such as:

Run reports during off-peak hours or schedule them for later delivery.

Share reports with other users instead of creating multiple copies.

Adjust report parameters to include only relevant data and filters.

Review and delete unused or outdated reports regularly. Reference: <https://help.mypurecloud.com/articles/best-practices-for-running-reports/> <https://help.mypurecloud.com/articles/share-a-report/>

NEW QUESTION # 124

Which of the following Edge feature contains the built-in remote survivability mode?

- A. Disaster recovery
- B. Call broker
- C. SIP gateway
- **D. SIP proxy**

Answer: D

Explanation:

Explanation

SIP proxy is the Edge feature that contains the built-in remote survivability mode. Remote survivability mode is a feature that allows the Edge to continue to provide core telephony services even when it loses connection with Genesys Cloud CX. The SIP proxy service on the Edge detects the loss of connection and switches to remote survivability mode. In this mode, the Edge can still route calls to and from phones, SIP trunks, and telephony gateways based on the last known configuration from Genesys Cloud CX.

References:

<https://help.mypurecloud.com/articles/edge-device-overview/>

<https://help.mypurecloud.com/articles/edge-remote-survivability-faqs/>

NEW QUESTION # 125

Your company has just acquired a new building, and you have to add this new location to Genesys Cloud CX.

What are the prerequisites to perform this task? (Choose two.)

- A. You must have Admin rights to Genesys Cloud CX.
- B. You must collect general information such as building address, number of floors, location contact information, etc.
- C. You must know the exact coordinates of the new building.
- D. You must have images of all the users located at the new location.
- E. You must have the basic profile data for all users at the new location.

Answer: A,B

Explanation:

Collecting general information such as building address, number of floors, location contact information, etc and having Admin rights to Genesys Cloud CX are two prerequisites to perform the task of adding a new location to Genesys Cloud CX. A location is an entity that represents a physical site or building where users or devices are located in Genesys Cloud CX. A location can have various attributes configured to define its behavior and appearance, such as:

Building address

Number of floors

Location contact information

Emergency number

Time zone

Language

Currency

To add a new location to Genesys Cloud CX, a user needs to have Admin permission assigned to their role. Admin permission is a granular setting that controls access to administrative features and functions in Genesys Cloud CX. Admin permission is usually assigned to administrators or supervisors who need to manage various aspects of the organization's account. Reference:

<https://help.mypurecloud.com/articles/location-overview/> <https://help.mypurecloud.com/articles/add-a-location/>

<https://help.mypurecloud.com/articles/about-permissions/> <https://help.mypurecloud.com/articles/admin-permission/>

NEW QUESTION # 126

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