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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q16-Q21):

NEW QUESTION # 16

If the issue reporting email address is not set up in the Genesys Cloud CX system, any employee with an administrative role within the organization will receive the email.

- A. False
- B. True

Answer: A

Explanation:

In Genesys Cloud CX, the issue reporting email address is a configurable setting that determines where reports of system issues are sent. If this address is not set up, system issues will not automatically be emailed to all employees with administrative roles. Instead, issues need to be reported through the designated support channels or by manually notifying the appropriate individuals or teams within the organization.

NEW QUESTION # 17

You can use Regular Expressions to create Number Plans

- A. False
- B. True

Answer: B

Explanation:

Genesys Cloud CX allows for the use of Regular Expressions in the creation of Number Plans. This capability provides a powerful and flexible way to define and manage dialing patterns and rules within the system, enabling complex call routing strategies and ensuring that calls are handled in the most efficient manner possible.

NEW QUESTION # 18

You are preparing to deploy Genesys Cloud CX and need to order trunks.

Where can you find guidelines on PSTN carrier requirements?

- A. Get a default trunk line installed.
- B. In the Genesys Cloud CX Resource Center.
- C. By asking your carrier what you would need.
- D. On the PSTN carrier's web site.

Answer: B

Explanation:

Reference:

You can find guidelines on PSTN carrier requirements in the Genesys Cloud CX Resource Center. The Genesys Cloud CX Resource Center provides documentation and resources for using and configuring Genesys Cloud CX features and functions. The PSTN carrier requirements article lists the minimum requirements that a PSTN carrier must meet to work with Genesys Cloud CX.

Reference: <https://help.mypurecloud.com/articles/pstn-carrier-requirements/> <https://help.mypurecloud.com/>

NEW QUESTION # 19

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. Workspaces
- C. Directory
- D. Activity

Answer: D

Explanation:

Explanation

Activity is an option that would help Carlos perform his task of extracting data on a group of agents handling customer service calls and tracking their performance. Activity is a feature that allows administrators and supervisors to view real-time and historical data

on various aspects of Genesys Cloud CX operations, such as queues, agents, interactions, etc. Carlos can use Activity to access various dashboards and reports that show metrics related to agent performance and productivity. References:

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

<https://help.mypurecloud.com/articles/view-agent-performance-dashboard/>

NEW QUESTION # 20

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

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

Answer: B,E

NEW QUESTION # 21

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