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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q92-Q97):

NEW QUESTION # 92

Which of the following components can be added to scripts? (Choose four.)

- A. Text
- B. Web Page
- C. Checkbox
- D. Call Flow
- E. Image

Answer: A,B,C,E

NEW QUESTION # 93

Under which container is Queue available?

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

Answer: C

Explanation:

Queue is available under Routing container in Genesys Cloud CX Admin menu. Routing is a container that holds various features and functions related to routing interactions in Genesys Cloud CX, such as queues, flows, wrap-up codes, skills, etc. Administrators can access Routing by clicking Admin > Routing in Genesys Cloud CX window. Reference:

<https://help.mypurecloud.com/articles/routing-overview/> <https://help.mypurecloud.com/articles/admin-menu-overview/>

NEW QUESTION # 94

Select the categories of Prompts in Architect. (Choose two.)

- A. User
- B. Data
- C. System
- D. Menu

Answer: A,C

Explanation:

Explanation

User and System are two categories of prompts in Architect. Prompts are containers that hold audio messages and text-to-speech pairings on a per language basis. User prompts are company-specific prompts created by Architect users. System prompts are Architect-provided, generic prompts to indicate numbers, dates, days of the week, months, and so on. References:

<https://help.mypurecloud.com/articles/call-prompts/>

<https://help.mypurecloud.com/articles/user-prompts/>

NEW QUESTION # 95

Bullseye routing method relaxes the required skills as the selection pool expands from one ring to the next.

What is the maximum number of rings that can be defined for Bullseye routing?

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

Answer: D

NEW QUESTION # 96

Which of the following is not a Quality Management feature?

- A. Policies
- B. Interaction Recording
- **C. Scheduling**
- D. Evaluation Forms

Answer: C

Explanation:

Explanation

Scheduling is not a Quality Management feature. Quality Management is a feature that allows supervisors and quality evaluators to monitor, evaluate, and improve the quality of agent interactions. Quality Management includes features such as Evaluation Forms, Policies, Interaction Recording, Calibration Sessions, etc.

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

<https://help.mypurecloud.com/articles/quality-management-overview/>

NEW QUESTION # 97

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