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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q100-Q105):

NEW QUESTION # 100

Which Genesys Cloud CX feature presents caller info to an agent and allows the user to update or collect the information?

- A. Dialog boxes
- B. Toast pop-ups
- C. Scripts
- D. IVR prompts

Answer: C

Explanation:

Explanation

Scripts are Genesys Cloud CX features that present caller info to an agent and allow the user to update or collect the information. Scripts are predefined sets of questions or instructions that guide agents through interactions with customers. Scripts can display customer information from various sources, such as data actions or data dips, and allow agents to enter or update information during or after an interaction. References:

<https://help.mypurecloud.com/glossary/script/> <https://help.mypurecloud.com/articles/about-scripts/>

NEW QUESTION # 101

If you have not configured an email address to report issues to, Genesys Cloud CX:

- A. Does not route the emails to any email address.
- B. Collects such emails and stores it until an email address to report issues is configured.
- C. Automatically creates an email address and routes all such emails to this address.
- D. Sends the emails to anyone who has the admin role assigned in your organization.

Answer: B

NEW QUESTION # 102

_____ binds the numbering plan with the trunk.

- A. Edge
- B. Edge Group
- C. Inbound route
- D. Outbound route

Answer: D

Explanation:

Explanation

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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q140-Q145):

NEW QUESTION # 140

Instant messaging costs are significantly less than long-distance phone conversations.

- A. False
- **B. True**

Answer: B

NEW QUESTION # 141

Select the categories of ACD skills that can be added to a user or an interaction. (Choose two.)

- A. Queue
- **B. Language**
- C. Roles
- **D. Skills**

Answer: B,D

Explanation:

Explanation

Language and Skills are two categories of ACD skills that can be added to a user or an interaction. ACD skills are used to match agents and interactions based on their abilities and requirements. Language skills indicate the languages that an agent can speak or an interaction needs. Skills indicate the areas of expertise or knowledge that an agent has or an interaction requires. References:

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

<https://help.mypurecloud.com/articles/add-skills-to-a-user/>

NEW QUESTION # 142

While Alex is monitoring queue reports, Sam deletes an inactive agent from the queue.

Will this affect the metrics that Alex is monitoring?

- A. Yes
- **B. No**

Answer: B

NEW QUESTION # 143

Which of the following statements defines a critical question in an Evaluation Form?

- A. Critical questions are questions that the agent must answer.
- B. Critical questions are multiple choice questions that have a higher weightage than non-critical questions.
- **C. If answered "No", critical questions will result in an evaluation score of zero for the interaction.**
- D. Critical questions are used to prioritize questions that are critical to the success of an interaction. A separate critical score is calculated for critical questions.

Answer: C

NEW QUESTION # 144

Genesys Cloud CX ACD assigns interactions to the most appropriate agent available.

Which of the following attributes is used to determine the best available agent? (Choose three.)

- A. ACD skills
- B. Staffing requirements
- C. Time since last ACD interaction
- D. Language skills
- E. Additional attribute ratings

Answer: A,D,E

Explanation:

Explanation

Language skills, additional attribute ratings, and ACD skills are three attributes that are used to determine the best available agent for an interaction in Genesys Cloud CX ACD. These attributes are ratings that indicate an agent's proficiency or preference for handling certain types of interactions or customers. For example:

- * Language skills indicate an agent's ability to speak or write in different languages.
- * Additional attribute ratings indicate an agent's knowledge or experience with specific products, services, topics, etc.
- * ACD skills indicate an agent's capability or willingness to handle different media types or queues.

Genesys Cloud CX ACD uses these attributes to match each interaction with an agent who has the highest ratings for those attributes. References: <https://help.mypurecloud.com/articles/about-acd-evaluation-methods/>
<https://help.mypurecloud.com/articles/add-language-skills-to-an-agent-profile/>
<https://help.mypurecloud.com/articles/add-additional-attribute-ratings-to-an-agent-profile/>
<https://help.mypurecloud.com/articles/add-acd-skills-to-an-agent-profile/>

NEW QUESTION # 145

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