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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q10-Q15):

NEW QUESTION # 10

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. IVR prompts
- **D. Scripts**

Answer: D

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 # 11

Which of the following is not a Quality Management feature?

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

Answer: A

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

NEW QUESTION # 12

Jenny is monitoring five queues in real-time. She identifies one of the queues' Service Level percentage to be below the threshold level.

Which of the following will help her view specific information about the queue in real-time?

- A. My Queues Activity
- B. Queues Activity
- C. Performance Dashboard
- **D. Queue Performance**

Answer: D

Explanation:

Queue Performance is a view that can help Jenny view specific information about a queue in real-time. This view shows various metrics and details related to a queue's performance and service level, such as interactions waiting, interactions interacting, longest waiting time, average speed of answer, etc. Jenny can select a queue from the list and see its current statistics in a graphical or tabular format. Reference: <https://help.mypurecloud.com/articles/queue-performance-view/>

<https://help.mypurecloud.com/articles/select-a-queue/>

NEW QUESTION # 13

Which of the following metrics represents the average amount of time an interaction waits in queue before an agent answers it?

- A. Average Talk Time
- **B. Average Speed of Answer**

- C. Average Handle Time
- D. After Call Work

Answer: B

NEW QUESTION # 14

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

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

Answer: A

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

NEW QUESTION # 15

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