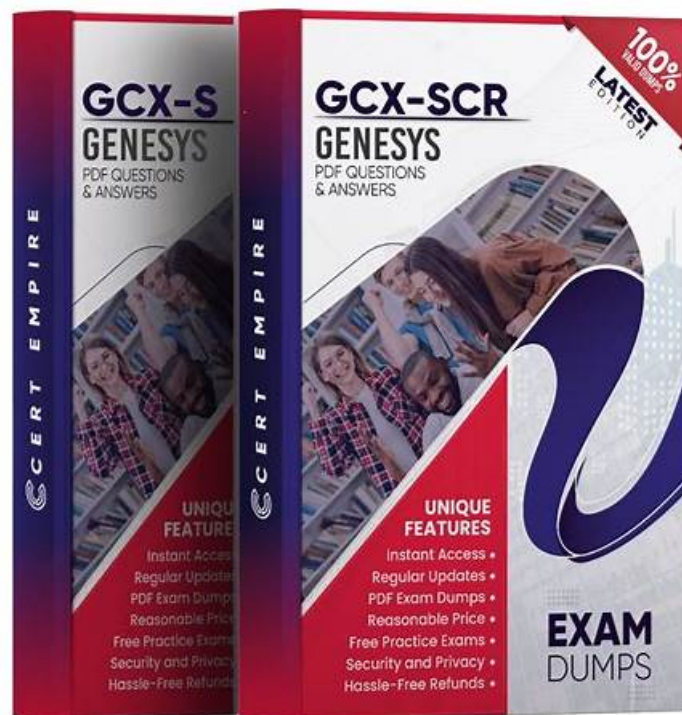


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Genesys Cloud CX: Scripting Certification Sample Questions (Q58-Q63):

NEW QUESTION # 58

Select the built-in variables available in Scripts. (Choose three.)

- A. Agent Name
- B. Agent Call Duration
- C. Queue Name
- D. Language
- E. Customer Preferred

Answer: A,C,D

Explanation:

In Genesys Cloud CX scripts, several built-in variables are available by default, providing essential data that can be used within the script. The built-in variables include:

- * Agent Name: This variable holds the name of the agent who is currently using the script. It is often used to personalize the interaction or for logging purposes.
- * Queue Name: This variable contains the name of the queue from which the interaction was routed. It helps in identifying the source of the interaction and can be used to tailor the script based on the queue's context.
- * Language: This variable stores the language preference of the customer or the interaction, allowing the script to present content in the appropriate language.

These variables are readily accessible within scripts and are integral to creating dynamic and context-aware interactions.

References:

- * Genesys Cloud CX Scripting Documentation.

NEW QUESTION # 59

Using the variables named 'value' and 'currency', you must create a syntax to display 10\$. Choose the correct option. Variables: value = 10, currency = \$.

- A. {{value}} {{currency}}
- B. {value} + {currency}}
- C. {value} {currency}
- D. {{value}} + {{currency}}

Answer: A

Explanation:

The correct syntax to display "10\$" using the variables value and currency in Genesys Cloud CX scripting is {{value}} {{currency}}. This syntax correctly concatenates the two variables without any additional characters or spaces, ensuring that the result is displayed as "10\$" on the script page.

NEW QUESTION # 60

A Branch Site can be converted to a Core Site when:

- A. The Location assigned to the Branch Site is deleted.
- B. An existing Core Site is demoted to a Branch Site.
- C. An Edge is assigned to the Branch Site.
- D. The option "Change to Core Site" is selected.

Answer: C

Explanation:

In Genesys Cloud CX, a Branch Site can be converted to a Core Site when an Edge is assigned to the Branch Site. The Edge device is essential for routing and managing interactions, and its presence elevates the site from a Branch Site to a Core Site, giving it the full capabilities associated with Core Sites. This conversion is part of the network architecture and is critical for managing and optimizing interaction routing and resource allocation.

References:

- * Genesys Cloud CX Site and Edge Management Documentation.

NEW QUESTION # 61

Every script page has a horizontal stack container placed in it by default.

- A. True
- B. False

Answer: B

Explanation:

In Genesys Cloud CX, every script page does not have a horizontal stack container placed in it by default.

While horizontal stack containers are available and can be added to organize content horizontally, they are not automatically included on every script page. The default setup for a new page is typically empty, allowing the script designer to add components and containers as needed.

NEW QUESTION # 62

Which of the following attributes ensure that the interactions are routed to the most qualified agent? (Choose two.)

- A. Index Ratings
- B. Knowledge levels
- C. Skills
- D. Medians
- E. Languages

Answer: C,E

Explanation:

The attributes Languages and Skills are essential in ensuring that interactions are routed to the most qualified agent in Genesys Cloud CX.

* Languages: This attribute ensures that interactions are routed to agents who can communicate in the customer's preferred language, enhancing the customer experience by providing language-appropriate service.

* Skills: This attribute ensures that the interaction is handled by an agent who has the necessary skills to resolve the customer's issue effectively. Skills might include technical expertise, product knowledge, or specific customer service abilities.

These attributes are crucial in ACD (Automatic Call Distribution) configurations, where the goal is to match customers with agents who are best equipped to meet their needs.

NEW QUESTION # 63

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