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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q27-Q32):

NEW QUESTION # 27

Why are Divisions important in an organization?

- A. Divisions are used to divide interactions equally between 2 or more queues.
- B. Divisions allow the organization to control which roles can be assigned to users.
- **C. Divisions allow grouping and segregation of objects while keeping them inside the same organization.**
- D. Divisions define which users can be assigned to queues.

Answer: C

NEW QUESTION # 28

Sam is in charge of handling incoming interactions that are sent via the queue. Some calls enter and exit the queue without being handled or terminated.

What terminology is used to describe such calls?

- A. Disconnect
- **B. Flow-outs**
- C. IVR
- D. Abandon

Answer: B

Explanation:

Explanation

Flow-outs is the terminology used to describe calls that enter and exit the queue without being handled or terminated in Genesys Cloud CX Performance menu. A flow-out is a call that was offered to a queue or an agent group, but exited the queue or the agent group before reaching an agent or being abandoned by the caller. A flow-out can occur for various reasons, such as:

- * The call was transferred to another queue or resource group by a routing strategy
- * The call was transferred to voicemail after a timeout by a routing strategy
- * The call was handled by an IVR or a bot without reaching an agent

Flow-outs can affect various metrics in Genesys Cloud CX Performance menu , such as :

- * Flow-out Count : The number of calls that flowed out of a queue or an agent group during a specified period of time .
- * Flow-out Rate : The percentage of calls that flowed out of a queue or an agent group during a specified period of time .
- * Service Level : The percentage of calls that were answered within a target time threshold during a specified period of time .

References: <https://help.mypurecloud.com/glossary/flow-out/>

<https://help.mypurecloud.com/articles/why-does-the-offered-metric-not-always-equal-the-answered-plus-abando>

NEW QUESTION # 29

What are the two methods to create a conference call in Genesys Cloud CX? (Choose two.)

- A. Click the Calls icon, expand the Dialpad, then enter the names or phone numbers of the attendees in the search area and click Start Conference.
- **B. With multiple active calls, click and drag an unselected call onto the previously selected call details.**
- C. Click the Conference button in Genesys Cloud CX directory, and then enter the names or phone numbers of the attendees.
- **D. Have all attendees call you. When all calls are active, click the Start Conference button.**

Answer: B,D

NEW QUESTION # 30

Files uploaded to the workspace can be shared with non-members of the Genesys Cloud CX organization.

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

Answer: A

Explanation:

Explanation

Files uploaded to the workspace cannot be shared with non-members of the Genesys Cloud CX organization.

The workspace is a secure place for each group in the organization to upload, organize, and share documents and files. Only members of the group can access the files in the workspace. References:

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

<https://help.mypurecloud.com/articles/add-files-to-a-workspace/>

NEW QUESTION # 31

Select all the question types available while creating an Evaluation Form (Choose three.)

- A. Yes/No
- B. Multiple Choice
- C. Fill in the blank
- D. Multiple Response
- E. Range

Answer: A,B,E

Explanation:

Explanation

Multiple Choice, Yes/No, and Range are three question types available while creating an Evaluation Form in Genesys Cloud CX Quality Management. An Evaluation Form is a template that defines the structure and content of an evaluation. An Evaluation Form consists of various questions that assess different aspects of an agent interaction based on predefined criteria and scoring methods. You can use different types of questions to create an Evaluation Form based on your needs. The other available question types are Comment Box and Scored Comment Box. References: <https://help.mypurecloud.com/articles/about-evaluation-forms/>

<https://help.mypurecloud.com/articles/create-an-evaluation-form/>

NEW QUESTION # 32

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