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

### **NEW QUESTION # 140**

What is the maximum tile size that can be uploaded onto Genesys Cloud CX's Workspace?

- A. No limit
- B. 10 MB
- C. 100 MB
- D. 2 GB

**Answer: D**

### **NEW QUESTION # 141**

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

- A. True
- B. False

**Answer: A**

Explanation:

Instant messaging costs are significantly less than long-distance phone conversations is a true statement. Instant messaging is a form of communication that allows users to exchange text messages in real time over the internet or other networks using various devices or platforms. Instant messaging costs are usually based on data usage or subscription fees rather than distance or duration of communication. Long-distance phone conversations are forms of communication that allow users to exchange voice messages over phone lines or cellular networks across different geographic regions or countries. Long-distance phone conversations costs are usually based on distance and duration of communication as well as carrier rates or taxes. Reference:

<https://www.genesys.com/glossary/instant-messaging> <https://www.genesys.com/glossary/long-distance-phone-conversation>

#### **NEW QUESTION # 142**

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

- A. True
- B. False

**Answer: A**

Explanation:

Explanation

Instant messaging costs are significantly less than long-distance phone conversations is a true statement.

Instant messaging is a form of communication that allows users to exchange text messages in real time over the internet or other networks using various devices or platforms. Instant messaging costs are usually based on data usage or subscription fees rather than distance or duration of communication. Long-distance phone conversations are forms of communication that allow users to exchange voice messages over phone lines or cellular networks across different geographic regions or countries. Long-distance phone conversations costs are usually based on distance and duration of communication as well as carrier rates or taxes. References:

<https://www.genesys.com/glossary/instant-messaging>

<https://www.genesys.com/glossary/long-distance-phone-conversation>

#### **NEW QUESTION # 143**

Eva, a contact center supervisor, wants to determine agent performance issues with interactions that set a specific wrap-up code in one or multiple queues.

Which of the following views can help Eva identify such issues?

- A. Agents Wrap-Up Interval Detail
- B. **Agents Interactions Detail**
- C. Agents Schedule Detail
- D. Agents Evaluation Detail

**Answer: B**

#### **NEW QUESTION # 144**

\_\_\_\_\_ binds the numbering plan with the trunk.

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

**Answer: D**

Explanation:

Explanation

Outbound route is what binds the numbering plan with the trunk in Genesys Cloud CX Telephony Admin menu. An outbound route

is a logical connection that allows voice communication from Genesys Cloud CX to an external system or network using a trunk. An outbound route can have various options configured to define its behavior and performance, such as:

- \* Numbering plan
- \* Trunk
- \* Classification
- \* Priority

An outbound route binds the numbering plan with the trunk by specifying which numbering plan and which trunk to use for outgoing calls based on the classification of the destination number. An outbound route can also specify the priority of the trunk to use when multiple trunks are available for the same classification.

References: <https://help.mypurecloud.com/glossary/outbound-route/>  
<https://help.mypurecloud.com/articles/add-an-outbound-route/>

## NEW QUESTION # 145

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