Free PDF High Pass-Rate GCX-SCR - New Genesys Cloud CX: Scripting Certification Exam Name

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Genesys GCX-SCR Exam Syllabus Topics:

Topic	Details
Topic 1	• Actions in Scripts: This section of the exam covers candidates' skills with scripts that allow for specific operations to be carried out during a customer interaction. Users must understand how to configure secure pause actions, set screen pop data actions, and invoke secure flows.
Topic 2	• Script Management: In this section, focus is given to script management which involves ongoing tasks such as editing and deleting scripts as necessary.
Topic 3	• Variables in Scripts: Variables are a critical aspect of scripting in Genesys Cloud. This section covers adding script variables for creating dynamic content in scripts. Additionally, users need to understand the difference between input and output variables to handle data flow within the script effectively.
Topic 4	• Script Editor Interface: This section covers familiarity with the layout and various components of the editor that is essential for efficient script development.
Topic 5	• Overview of Scripting: In this section, the focus is given to scripting in Genesys Cloud which involves various fundamental design tasks essential for building effective customer interactions.

Exam GCX-SCR Bootcamp & Exam GCX-SCR Question

The Genesys Cloud CX: Scripting Certification (GCX-SCR) PDF dumps provide you with everything that you must need in GCX-SCR exam preparation and enable you to crack the final GCX-SCR exam quickly. The Genesys GCX-SCR Exam Questions are being updated on a regular basis. As you know the GCX-SCR exam syllabus is being updated on a regular basis.

Genesys Cloud CX: Scripting Certification Sample Questions (Q13-Q18):

NEW QUESTION # 13

_____ binds the numbering plan with the trunk.

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

Answer: B

Explanation:
In Genesys Cloud CX, an Outbound route binds the numbering plan with the trunk. The outbound route determines how calls are routed out of the system, specifying which trunk to use based on the dialed number.
This configuration ensures that calls are routed correctly according to the organization's numbering plan and the available trunks.

NEW QUESTION # 14

The _____ allows you to easily format text using Markdown syntax.

- A. Text Component
- B. Input Component
- C. Image Component
- D. Markdown Component

Answer: D

Explanation:
The Markdown Component in Genesys Cloud CX allows you to easily format text using Markdown syntax.
This component is specifically designed for handling text formatting within scripts, enabling the use of Markdown to add styling such as bold, italics, headings, lists, and more. This provides a flexible and user- friendly way to enhance the visual presentation of text in scripts.

NEW QUESTION # 15

Which of the following routes interactions based on an algorithm that determines the best available agent for the interaction?

- A. Scheduling
- B. Emergency Groups
- C. Architect
- D. Automatic Call Distribution

Answer: D

Explanation:
Automatic Call Distribution (ACD) is the system within Genesys Cloud CX responsible for routing interactions (calls, messages, etc.) based on an algorithm that determines the best available agent for the interaction. ACD takes into account factors such as agent availability, skill sets, and proficiency ratings to ensure that interactions are handled by the most qualified agents, thereby optimizing customer service and efficiency.

ACD is a key component in contact centers, ensuring that customer interactions are managed effectively and that resources are used optimally.

NEW QUESTION # 16

You are a contact center administrator responsible for managing scripts. When you attempt to delete a script from the Scripts page, you encounter an issue preventing the deletion. What might be the potential reason preventing the script's deletion?

- A. The script is shared with other administrators.
- B. The script is assigned to an outbound dialing campaign.
- C. The script is locked for editing.
- D. The script contains critical information.

Answer: B

Explanation:
In Genesys Cloud CX, a script cannot be deleted if it is currently assigned to an active outbound dialing campaign. The system prevents deletion to ensure that ongoing operations are not disrupted. This measure protects the integrity of the campaign, ensuring that agents continue to have access to the necessary scripts during interactions.
Before attempting to delete the script, you must first unassign it from the campaign or ensure that the campaign is no longer active.

NEW QUESTION # 17

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 # 18

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