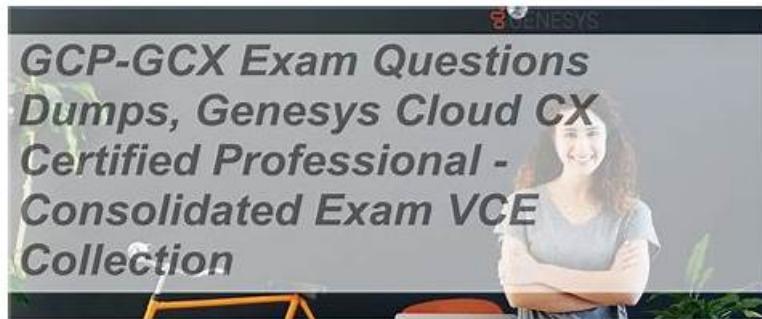


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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q125-Q130):

NEW QUESTION # 125

Which of following file formats are available to export a report? (Choose three.)

- A. .docx
- B. **.pdf**
- C. .doc
- D. .txt
- E. **.xlsx**
- F. **.xls**

Answer: B,E,F

Explanation:

Explanation

.xls, .xlsx, and .pdf are three file formats that are available to export a report in Genesys Cloud CX Performance menu. A report is a tool that allows you to view various metrics and details related to your contact center performance and activities in Genesys Cloud CX. A report can help you measure and improve various aspects of your contact center, such as:

- * Agent performance
- * Queue performance

- * Interaction quality
- * Customer satisfaction
- * Workforce management

You can export a report to save or share it with others in Genesys Cloud CX Performance menu. You can export a report in various file formats based on your needs and preferences. The file formats that are available to export a report are:

- * .xls: A Microsoft Excel 97-2003 Workbook file format that can store data in worksheets, charts, and macros.
- * .xlsx: A Microsoft Excel Workbook file format that can store data in worksheets, charts, and macros. It is the default file format for Microsoft Excel 2007 and later versions.
- * .pdf: A Portable Document Format file format that can store data in a fixed-layout document that preserves the original appearance of the report.

Some other file formats that are available to export a report are .csv, .docx, and .rtf. References:

<https://help.mypurecloud.com/articles/reports-overview/>

<https://help.mypurecloud.com/articles/export-a-report/>

NEW QUESTION # 126

Under which container is Queue available?

- A. Routing
- B. Integration
- C. Telephony
- D. Contact Center

Answer: A

NEW QUESTION # 127

Which of the following is NOT a Genesys Cloud CX Collaborate feature?

- A. AI Chat
- B. Video Chat
- C. Content Management
- D. Text Chat

Answer: A

Explanation:

AI Chat is not a Genesys Cloud CX Collaborate feature. Collaborate is a feature that enables internal communication and collaboration among users within an organization using Genesys Cloud CX. Collaborate provides various features and functions for users to interact with each other in real time or asynchronously, such as:

Text Chat

Video Chat

Content Management

Group Messaging

Presence Indicators

AI Chat is a feature that enables external communication and automation using artificial intelligence (AI) powered chatbots or voicebots. AI Chat provides various features and functions for customers to interact with chatbots or voicebots using natural language processing (NLP) and machine learning (ML), such as:

Intent Recognition

Entity Extraction

Sentiment Analysis

Conversation Flow

Knowledge Base

NEW QUESTION # 128

Which of the following reports display the number of interactions handled by an agent per day? (Choose two.)

- A. Agent Metrics Export Report
- B. Agent Metrics Report

- C. Agent Quality Details Report
- D. Agent Login-Logout Details Report

Answer: A

NEW QUESTION # 129

While Alex is monitoring queue reports, Sam deletes an inactive agent from the queue.

Will this affect the metrics that Alex is monitoring?

- A. Yes
- B. No

Answer: B

Explanation:

No, deleting an inactive agent from the queue will not affect the metrics that Alex is monitoring in queue reports in Genesys Cloud CX Performance menu. A queue report is a report that shows various metrics and details related to queue performance and activities in Genesys Cloud CX. A queue report can help you measure and improve various aspects of your queue, such as:

Service level

Abandon rate

Average speed of answer

Average handle time

Interaction volume

Deleting an inactive agent from the queue will not affect the metrics that Alex is monitoring in queue reports because:

A queue report only counts interactions that spent time in the queue, but an agent-based report counts any interactions an agent worked with. This means that the totals in a queue report and an agent-based report may not match exactly, even if they include the same agents or queues. This is because a queue is a stand-alone entity from the perspective of Genesys Cloud CX reports, and queue metrics and agent metrics can differ for various reasons, such as:

An interaction spends time in multiple queues

An interaction abandons before an agent handles it

An agent is a member of more than one queue

An inactive agent is an agent who has not logged in to Genesys Cloud CX or has logged out. An inactive agent does not affect the metrics in queue reports because they do not contribute to various metrics and details related to queue performance and activities, such as:

Offered count

Answered count

Abandoned count

Transfer count

NEW QUESTION # 130

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