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Genesys Cloud CX: Scripting Certification Sample Questions (Q43-Q48):

NEW QUESTION # 43
Which of the following entities is used to ensure that people within your organization have the rights and permissions that they need within Genesys Cloud CX?

- A. Workgroups
- B. Rooms
- C. Groups
- D. Roles

Answer: D

Explanation:
In Genesys Cloud CX, Roles are used to ensure that people within your organization have the rights and permissions they need to perform their tasks. Roles are collections of permissions that can be assigned to users, determining what actions they can perform within the system. For example, a role might allow a user to manage queues, configure scripts, or view analytics. By assigning the appropriate roles to users, administrators can control access and maintain security within the organization.
References:
* Genesys Cloud CX Roles and Permissions Documentation.

NEW QUESTION # 44
Select the default page name which the editor automatically adds when you create a new script.

- A. Home Page
- B. Script Page
- C. Start Page

Answer: C

Explanation:
The default page name that the editor automatically adds when you create a new script in Genesys Cloud CX is Start Page. This page serves as the initial landing page of the script, and it typically contains the first set of instructions or content that the agent will see when the script is launched.

NEW QUESTION # 45
A number plan determines how many and which digits are necessary for call routing.

- A. True
- B. False

Answer: A

Explanation:
A number plan in telephony determines how many and which digits are necessary for call routing. This concept is essential for defining how calls are processed and routed within a telephony system, including Genesys Cloud CX. The number plan dictates the structure of phone numbers, including length and the specific digits required to reach certain destinations, ensuring that calls are directed correctly based on the dialed numbers.
References:
* Genesys Cloud CX Telephony and Call Routing Documentation.

NEW QUESTION # 46

You must define the phone configuration in Genesys Cloud CX to associate with a physical phone.
What binds the phone's settings in Genesys Cloud CX to a physical phone?

- A. Base settings
- B. Hardware ID (MAC address]
- C. Phone name
- D. Phone model

Answer: B

Explanation:
In Genesys Cloud CX, the Hardware ID (MAC address) is what binds the phone's settings to a physical phone. When configuring a phone in Genesys Cloud CX, you need to enter the MAC address, which uniquely identifies the physical device on the network. This binding ensures that the phone configuration, including the phone model, base settings, and other details, are correctly associated with the correct physical device.
The MAC address serves as the unique identifier that allows Genesys Cloud CX to apply the appropriate settings to the correct phone, ensuring seamless operation.

NEW QUESTION # 47
You have just added 53 employees to Genesys Cloud CX, and one of them, Jonn Camper, has emailed to inform you that he did not receive the invitation email.
Which of the following options is the best way to move forward if you want John to be able to use the features and functions of Genesys Cloud CX?

- A. Tell John to be patient and wait for the email to arrive.
- B. Add John to Genesys Cloud CX again so that a new invitation will be generated.
- C. Submit a ticket to Genesys Cloud CX support.
- D. Resend the invite.

Answer: D

Explanation:
When a new user in Genesys Cloud CX, such as John Camper, does not receive the invitation email, the best course of action is to resend the invite. This option allows you to send the invitation email again without needing to create a new user or escalate the issue unnecessarily. Resending the invite is a straightforward process that can be performed directly from the Genesys Cloud CX admin interface. It ensures that John will receive the necessary instructions to activate his account and access Genesys Cloud CX features. This action avoids duplication of users and unnecessary delays, providing a quick resolution to the issue.

NEW QUESTION # 48
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