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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q62-Q67):

NEW QUESTION # 62

Currently, you manage all agents' schedules using a spreadsheet. This shows when each agent is working, when they are on breaks, and when they have meetings or other events that take them away from the queue.

You would like to manage these in an easier and more automated way.

Which Genesys Cloud CX contact center feature can you use to replace and automate the spreadsheet schedule?

- A. Genesys Cloud CX Reporting and Analytics
- B. Genesys Cloud CX API
- C. Genesys Cloud CX Architect
- D. Genesys Cloud CX Workforce Management

Answer: D

NEW QUESTION # 63

Which of the following components can be added to scripts? (Choose four.)

- A. Checkbox
- B. Text
- C. Call Flow
- D. Visual Basic Control
- E. Image
- F. Web Page

Answer: A,B,C,F

NEW QUESTION # 64

The _____ provides a high-level overview of a campaign's performance

- A. Dynamic view
- B. Campaign Performance Summary view
- C. Historical view
- D. Campaign Performance Detail view
- E. Q Outbound Campaign view

Answer: B

Explanation:

The Campaign Performance Summary view in Genesys Cloud CX provides a high-level overview of a campaign's performance, summarizing key metrics and outcomes. This view is designed to give managers and supervisors a quick snapshot of how campaigns are performing, enabling them to assess the effectiveness of their outreach strategies and make informed decisions about adjustments or improvements needed to optimize results.

NEW QUESTION # 65

You cannot add variables to a script.

- A. False
- B. True

Answer: A

Explanation:

You can add variables to a script. A variable is a placeholder for a value that can change during the execution of a script. Variables can store various types of data, such as text, numbers, booleans, etc. You can use variables to display or collect information in a script, such as customer name, account number, order status, etc. You can create your own custom variables or use built-in variables that are provided by Genesys Cloud CX. Reference: <https://help.mypurecloud.com/articles/about-variables-and-expressions/> <https://help.mypurecloud.com/articles/add-script-variable/> <https://help.mypurecloud.com/articles/built-in-script-variables/>

NEW QUESTION # 66

What is the correct statement about Divisions?

- A. Transactional objects (Interactions) are not division-aware.
- B. Users can only access the Division they belong to.
- C. A User can belong to only one Division, but can access as many division as needed.
- D. A user can belong to more than one Division

Answer: C

Explanation:

In Genesys Cloud CX, Divisions are used to segment and organize resources such as users, queues, and interactions for administrative, routing, and reporting purposes. A user is typically assigned to a single primary Division but can be granted permissions to access resources in multiple Divisions as needed. This structure allows for flexibility in managing access and visibility across different organizational units within the Genesys Cloud environment, ensuring that users have the necessary access to perform their roles effectively while maintaining organizational security and governance.

NEW QUESTION # 67

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