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Genesys GCX-SCR Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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.
Topic 3	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.
Торіс 4	Script Management: In this section, focus is given to script management which involves ongoing tasks such as editing and deleting scripts as necessary.
Topic 5	Script Editor Interface: This section covers familiarity with the layout and various components of the editor that is essential for efficient script development.

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Genesys Cloud CX: Scripting Certification Sample Questions (Q49-Q54):

NEW QUESTION #49

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 #50

Identify the script property which is used for exchanging or passing data from one application to another that is unrelated to the call.

- A. Data Actions
- B. UUI
- C. Callback
- D. Outbound

Answer: B

Explanation:

UUI (User-to-User Information) is the script property used for exchanging or passing data from one application to another that is unrelated to the call itself. UUI data is often used in scenarios where information needs to be transferred alongside a call but is not directly related to the telephony functions, such as passing customer data between different systems within an organization. This capability is essential for integrating various systems and ensuring that relevant data accompanies interactions throughout different touchpoints.

NEW QUESTION #51

Using the _____ action in scripts, you can temporarily stop recording the interaction.

- A. Secure Pause
- B. Hold
- C. Stop Recording
- D. Secure Hold

Answer: A

Explanation:

The Secure Pause action in Genesys Cloud CX is used to temporarily stop the recording of an interaction, particularly when sensitive information, such as payment details, is being collected. This action is essential for compliance with data protection regulations like PCI-DSS, ensuring that sensitive data is not recorded or stored.

Using Secure Pause ensures that the recording is automatically resumed after the sensitive information has been captured, maintaining the integrity of the interaction while protecting customer data.

NEW QUESTION #52

You are working on a complex script that has multiple stack containers and components placed inside each other. You could use the feature to make sure you've selected the correct component or container.

- A. Container
- B. Nesting Indicators
- C. Debug
- D. Validate

Answer: B

Explanation:

When working on a complex script in Genesys Cloud CX that includes multiple stack containers and components nested within each other, Nesting Indicators are a helpful feature to ensure that you have selected the correct component or container. These indicators visually show the hierarchy of components within the script, making it easier to navigate and edit complex structures.

Using Nesting Indicators helps avoid errors by providing a clear view of how elements are organized within the script, ensuring that modifications are applied to the correct components.

NEW QUESTION #53

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

- A. Human Capital Management
- B. Automatic Call Distribution
- C. Quality Management
- D. Workforce Management

Answer: A

Explanation:

Human Capital Management (HCM) is not a feature of Genesys Cloud CX contact center. Genesys Cloud CX offers features like Workforce Management (WFM), Quality Management (QM), and Automatic Call Distribution (ACD), which are integral to managing contact center operations. These features help optimize agent performance, ensure quality service delivery, and efficiently route interactions to the right agents.

HCM typically refers to broader HR systems that manage employee lifecycle processes such as recruitment, onboarding, and payroll, which are outside the scope of Genesys Cloud CX

NEW QUESTION #54

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