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Genesys GCX-SCR certification exams are a great way to analyze and evaluate the skills of a candidate effectively. Big companies are always on the lookout for capable candidates. You need to pass the GCX-SCR Certification Exam to become a certified professional. This task is considerably tough for unprepared candidates however with the right GCX-SCR prep material there remains no chance of failure.

Genesys GCX-SCR Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Script Editor Interface: This section covers familiarity with the layout and various components of the editor that is essential for efficient script development.
Topic 2	<ul style="list-style-type: none">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 3	<ul style="list-style-type: none">Script Management: In this section, focus is given to script management which involves ongoing tasks such as editing and deleting scripts as necessary.
Topic 4	<ul style="list-style-type: none">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 5	<ul style="list-style-type: none">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.

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Genesys Cloud CX: Scripting Certification Sample Questions (Q57-Q62):

NEW QUESTION # 57

Select the built-in variables available in Scripts. (Choose three.)

- A. Language
- B. Queue Name
- C. Agent Call Duration
- D. Agent Name
- E. Customer Preferred

Answer: A,B,D

Explanation:

In Genesys Cloud CX scripts, several built-in variables are available by default, providing essential data that can be used within the script. The built-in variables include:

* Agent Name: This variable holds the name of the agent who is currently using the script. It is often used to personalize the interaction or for logging purposes.

* Queue Name: This variable contains the name of the queue from which the interaction was routed. It helps in identifying the source of the interaction and can be used to tailor the script based on the queue's context.

* Language: This variable stores the language preference of the customer or the interaction, allowing the script to present content in the appropriate language.

These variables are readily accessible within scripts and are integral to creating dynamic and context-aware interactions.

References:

* Genesys Cloud CX Scripting Documentation.

NEW QUESTION # 58

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

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

Answer: B

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 # 59

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

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

Answer: B

Explanation:

UII (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. UII 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 # 60

You are a contact center administrator and are required to create a script to allow agents to write data to an external CRM. Select the correct sequence.

1. Create a Script.
 2. Configure the CRM integration in Genesys Cloud CX.
 3. Give necessary permission to agents to view and execute data actions.
 4. Configure the respective data action of the configured CRM in Scripts.
 5. Enable the Data Actions property in the script.
- A. 5,4,2,3,1
 - B. 1,2,5,3,4
 - C. 2,1,5,4,3
 - D. 2,3,4,1,5

Answer: C

Explanation:

To create a script that allows agents to write data to an external CRM, the correct sequence of steps is as follows:

* Configure the CRM integration in Genesys Cloud CX: Before any scripting can take place, the CRM must be integrated with Genesys Cloud CX. This integration setup is the foundation that allows data to flow between the two systems.

* Create a Script: Once the integration is configured, you can create a new script that will be used by agents to interact with the CRM.

* Enable the Data Actions property in the script: This property must be enabled to allow the script to perform data actions, which include sending and receiving data from the CRM.

* Configure the respective data action of the configured CRM in Scripts: After enabling Data Actions, you must set up the specific actions that will interact with the CRM, such as writing data to a contact record.

* Give necessary permission to agents to view and execute data actions: Finally, you must ensure that agents have the appropriate permissions to execute these data actions, which may involve granting them specific roles or permissions in Genesys Cloud CX. This sequence ensures that all necessary configurations and permissions are in place before agents start interacting with the CRM through the script.

References:

* Genesys Cloud CX Data Actions and Scripting Documentation.

NEW QUESTION # 61

Aaron is an agent who is interacting with a customer, and the call is being recorded. The customer is about to share payment information. Select the appropriate statement(s) that apply to this scenario. (Choose two.)

- A. Aaron collects the payment info without pausing the recording.
- B. Aaron refrains from collecting the payment information and ensures the sensitive data is not recorded.
- C. Aaron transfers the interaction to a Secure Call flow that is configured to collect the payment information using IVR.
- D. Aaron invokes a Secure Pause action and collects the payment information.

Answer: C,D

Explanation:

In situations where sensitive payment information is involved, Genesys Cloud CX provides mechanisms to ensure that this data is not recorded, thereby complying with PCI-DSS and other regulatory standards:

* Secure Pause (B): Aaron can invoke a Secure Pause action to temporarily stop the recording while collecting payment information. This action ensures that sensitive information is not captured in the recording, protecting both the customer and the organization.

* Secure Call Flow (C): Alternatively, Aaron can transfer the interaction to a Secure Call flow configured to collect payment information via IVR. This method uses a secure, automated system to collect sensitive data without involving the agent or recording sensitive information.

NEW QUESTION # 62

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