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Genesys GCX-SCR Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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	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	Script Editor Interface: This section covers familiarity with the layout and various components of the editor that is essential for efficient script development.
Topic 5	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 (Q53-Q58):

NEW QUESTION # 53

Select the correct tab to add multiple pages to your script.

- A. 0
- B. 1
- C. 2
- D. 3

Answer: A

Explanation:

To add multiple pages to your script in Genesys Cloud CX, you would use the tab indicated as number 3 in the provided image. This tab provides access to the components and functionalities needed to manage and navigate between different pages within a script. This is essential for creating scripts with complex flows that require the user or agent to navigate through multiple stages or sections within a single interaction.

References:

* Genesys Cloud CX Scripting Documentation.

NEW QUESTION # 54

Which of the following routes interactions based on an algorithm that determines the best available agent for the interaction?

- A. Architect
- B. Emergency Groups
- C. Scheduling
- D. Automatic Call Distribution

Answer: D

Explanation:

Automatic Call Distribution (ACD) is the system within Genesys Cloud CX responsible for routing interactions (calls, messages, etc.) based on an algorithm that determines the best available agent for the interaction. ACD takes into account factors such as agent availability, skill sets, and proficiency ratings to ensure that interactions are handled by the most qualified agents, thereby optimizing customer service and efficiency.

ACD is a key component in contact centers, ensuring that customer interactions are managed effectively and that resources are used optimally.

NEW QUESTION # 55

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 # 56

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

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

Answer: B

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 # 57

You have just added 53 employees to Genesys Cloud CX, and one of them, John 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. Resend the invite.**
- 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. Tell John to be patient and wait for the email to arrive.

Answer: A

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 # 58

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