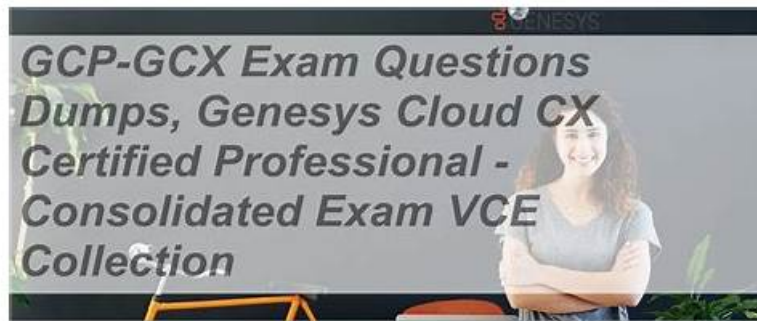


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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q69-Q74):

NEW QUESTION # 69

If you have not configured an email address to report issues to, Genesys Cloud CX:

- A. Does not route the emails to any email address.
- B. Automatically creates an email address and routes all such emails to this address.
- C. Sends the emails to anyone who has the admin role assigned in your organization.
- D. Collects such emails and stores it until an email address to report issues is configured.

Answer: A

Explanation:

Explanation

If you have not configured an email address to report issues to, Genesys Cloud CX does not route the emails to any email address. You can configure an email address for users to report issues or provide feedback about Genesys Cloud CX from within the application. The email address can be an internal or external address that you manage or monitor. References:

<https://help.mypurecloud.com/articles/configure-an-email-address-to-report-issues/>
<https://help.mypurecloud.com/articles/report-an-issue-or-provide-feedback/>

NEW QUESTION # 70

Which of the following best defines the ACD evaluation method Best Available Skills?

- A. Evaluates the first 100 agents to find the agent with the highest average proficiency rating
- B. A Matches the interaction to the first available agent who has all of the requested skills.
- C. Looks for the first available agent and Ignores any skill requirements
- D. The average is calculated using the agent's proficiency rating for each of the requested skills

Answer: A

Explanation:

The Automatic Call Distribution (ACD) evaluation method "Best Available Skills" in Genesys Cloud CX is designed to optimize the matching of interactions to agents based on skill proficiency. This method evaluates the skill proficiency ratings of the first 100 available agents and selects the agent with the highest average proficiency rating across the required skills for the interaction. This approach ensures that the most qualified agent is chosen to handle the interaction, leading to improved customer satisfaction and more efficient resolution of inquiries.

NEW QUESTION # 71

Your company has just acquired a new building, and you have to add this new location to Genesys Cloud CX. What are the prerequisites to perform this task? (Choose two.)

- A. You must have images of all the users located at the new location.
- B. You must have Admin rights to Genesys Cloud CX.
- C. You must collect general information such as building address, number of floors, location contact information, etc.
- D. You must know the exact coordinates of the new building.
- E. You must have the basic profile data for all users at the new location.

Answer: B,C

NEW QUESTION # 72

Profiles can contain various types of information about people in the organization. Why it is essential to have employees complete their profile information?

- A. Searches performed in the Genesys Cloud CX suite use information in the profile to return appropriate results.
- B. The profile information can be used to keep LinkedIn details updated.
- C. When employees have free time, they can review biographies of their peers.
- D. The education information can be verified against the human resources database.

Answer: A

Explanation:

Reference:

It is essential to have employees complete their profile information because searches performed in the Genesys Cloud CX suite use information in the profile to return appropriate results. Profiles can contain various types of information about people in the organization, such as name, title, department, location, skills, biography, etc. These information can help users find and connect with other users within Genesys Cloud CX. Reference: <https://help.mypurecloud.com/articles/about-profiles/>
<https://help.mypurecloud.com/articles/search-for-people/>

NEW QUESTION # 73

Genesys Cloud CX Collaborate supports video chat with upto _____ people simultaneously

- A. 0
- B. 1

- C. 2
- D. 3

Answer: C

NEW QUESTION # 74

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