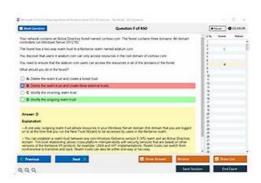
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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q67-Q72):

NEW QUESTION #67

Files uploaded to the workspace can be shared with non-members of the Genesys Cloud CX organization.

- A. True
- B. False

NEW QUESTION #68

Which view helps supervisors analyze performance issues with a specific skill in one or more queues?

- · A. Queues Activity
- B. Interactions
- C. Skills Performance
- D. Agents

Answer: C

Explanation:

Reference:

The Skills Performance view helps supervisors analyze performance issues with a specific skill in one or more queues. It shows metrics such as service level, average speed of answer, average handle time, and abandonment rate for each skill. Supervisors can use this view to identify skills that need more training or staffing. Reference: https://help.mypurecloud.com/articles/skills-performance-view/

NEW QUESTION #69

Which of the following statements defines a critical question in an Evaluation Form?

- A. Critical questions are used to prioritize questions that are critical to the success of an interaction. A separate critical score
 is calculated for critical questions.
- B. Critical questions are questions that the agent must answer.
- C. If answered "No", critical questions will result in an evaluation score of zero for the interaction.
- D. Critical questions are multiple choice questions that have a higher weightage than non-critical questions.

Answer: C

NEW QUESTION #70

Carlos is an administrator who needs to extract data on a group of agents handling customer service calls and track their performance. These statistics allow him to estimate their average handling time.

Which of the following options would help him perform his task?

- A. Activity
- B. Directory
- C. Workspaces
- D. Documents

Answer: A

Explanation:

Explanation

Activity is an option that would help Carlos perform his task of extracting data on a group of agents handling customer service calls and tracking their performance. Activity is a feature that allows administrators and supervisors to view real-time and historical data on various aspects of Genesys Cloud CX operations, such as queues, agents, interactions, etc. Carlos can use Activity to access various dashboards and reports that show metrics related to agent performance and productivity. References:

https://help.mypurecloud.com/articles/about-activity/

https://help.mypurecloud.com/articles/view-agent-performance-dashboard/

NEW QUESTION #71

Which of the following Edge features provides client and server-side call matching?

- A. Call broker
- B. Media server

- C. SIP proxy
- D. SIP gateway

Answer: A

Explanation:

Explanation

Call broker is the Edge feature that provides client and server-side call matching. Call broker is a service that runs on the Edge device and manages call control and signaling for inbound and outbound calls. Call broker matches incoming calls with outgoing calls based on various criteria, such as caller ID, DNIS, ANI, etc.

References: https://help.mypurecloud.com/articles/edge-device-overview/

https://help.mypurecloud.com/articles/call-broker/

NEW QUESTION #72

Disposable vapes

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