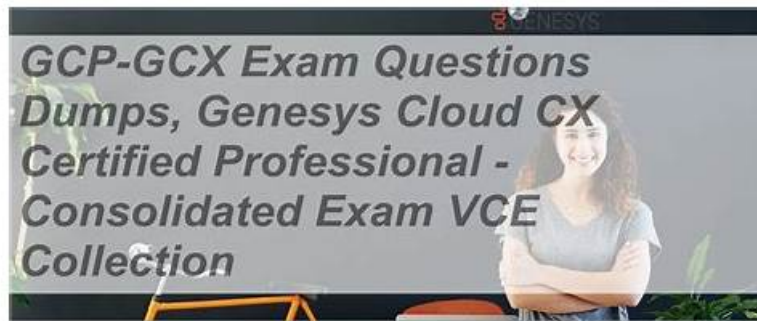


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Genesys Cloud CX Certified Professional - Consolidated Exam Sample Questions (Q113-Q118):

NEW QUESTION # 113

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

- A. True
- B. False

Answer: B

Explanation:

Files uploaded to the workspace cannot be shared with non-members of the Genesys Cloud CX organization. The workspace is a secure place for each group in the organization to upload, organize, and share documents and files. Only members of the group can access the files in the workspace. Reference: <https://help.mypurecloud.com/articles/about-workspaces/>
<https://help.mypurecloud.com/articles/add-files-to-a-workspace/>

NEW QUESTION # 114

Select the factors which can cause report generation failures and increased runtimes. (Choose two.)

- A. Adjusting report parameters in order to include fewer agents, queues, and interactions.
- B. Reviewing and ensuring the usage of scheduled reports.
- C. Asking every team member to run and save a copy of the report.
- D. Running reports during peak hours.

Answer: C,D

Explanation:

Explanation

Running reports during peak hours and asking every team member to run and save a copy of the report are two factors that can cause report generation failures and increased runtimes. Running reports during peak hours can put additional load on the system and affect its performance and availability. Asking every team member to run and save a copy of the report can create redundant data and consume unnecessary storage space. To avoid these issues, you can follow some best practices for running reports, such as:

- * Run reports during off-peak hours or schedule them for later delivery.
- * Share reports with other users instead of creating multiple copies.
- * Adjust report parameters to include only relevant data and filters.
- * Review and delete unused or outdated reports regularly. References:

<https://help.mypurecloud.com/articles/best-practices-for-running-reports/>

<https://help.mypurecloud.com/articles/share-a-report/>

NEW QUESTION # 115

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

Answer: C,D

Explanation:

Explanation

Collecting general information such as building address, number of floors, location contact information, etc and having Admin rights to Genesys Cloud CX are two prerequisites to perform the task of adding a new location to Genesys Cloud CX. A location is an entity that represents a physical site or building where users or devices are located in Genesys Cloud CX. A location can have various attributes configured to define its behavior and appearance, such as:

- * Building address
- * Number of floors
- * Location contact information
- * Emergency number
- * Time zone
- * Language
- * Currency

To add a new location to Genesys Cloud CX, a user needs to have Admin permission assigned to their role.

Admin permission is a granular setting that controls access to administrative features and functions in Genesys Cloud CX. Admin permission is usually assigned to administrators or supervisors who need to manage various aspects of the organization's account.

References: <https://help.mypurecloud.com/articles/location-overview/>

<https://help.mypurecloud.com/articles/add-a-location/>

<https://help.mypurecloud.com/articles/about-permissions/>

<https://help.mypurecloud.com/articles/admin-permission/>

NEW QUESTION # 116

What level of permissions does a user require to view the organization settings?

- A. Supervisor

- **B. Admin**
- C. Agent
- D. All of the above

Answer: B

Explanation:

Admin is the level of permissions that a user requires to view the organization settings in Genesys Cloud CX. Organization settings are various options that define the behavior and appearance of your organization's account in Genesys Cloud CX. Organization settings include various features and functions, such as:

Organization name

Organization ID

Time zone

Language

Currency

Logo

To view the organization settings in Genesys Cloud CX, a user needs to have Admin permission assigned to their role. Admin permission is a granular setting that controls access to administrative features and functions in Genesys Cloud CX. Admin permission is usually assigned to administrators or supervisors who need to manage various aspects of the organization's account. Reference: <https://help.mypurecloud.com/articles/organization-settings-overview/> <https://help.mypurecloud.com/articles/about-permissions/> <https://help.mypurecloud.com/articles/admin-permission/>

NEW QUESTION # 117

Genesys Cloud CX supports embedded clients for Salesforce and Zendesk.

- A. False
- **B. True**

Answer: B

Explanation:

Genesys Cloud CX supports embedded clients for Salesforce and Zendesk, which allow agents to use Genesys Cloud CX features within their CRM applications. The embedded clients provide seamless integration between Genesys Cloud CX and Salesforce or Zendesk, such as screen pop, click-to-dial, call logging, and more. Reference: <https://help.mypurecloud.com/articles/about-salesforce-integration/> <https://help.mypurecloud.com/articles/about-zendesk-integration/>

NEW QUESTION # 118

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