

Genesys

Exam Questions GCP-GC-ADM

Genesys Cloud Certified Professional - Contact Center Administration



NEW QUESTION 1

Why must you create queues for ACD functionality to work?

- A. Queues are the waiting lines for the agents who will be assigned interactions through ACD
- B. Queues provide ACD with a means to determine the skill level requirement of an interaction
- C. Queues are the waiting lines for interactions that are routed using ACD
- D. Queues match agents to an appropriate interaction using ACD

Answer: D

Explanation:

Reference: https://help.genesys.com/pureconnect/mergedprojects/wh_ia/desktop/sag_tell_me_about_acd_queues.htm

NEW QUESTION 2

Select the categories of Prompts in Architect. (Choose two.)

- A. User
- B. Menu
- C. Data
- D. System

Answer: AD

Explanation:

Reference: <https://help.mypurecloud.com/articles/call-prompts/>

NEW QUESTION 3

Which of the following components can be added to scripts? (Choose all that applies.)

- A. Visual Basic Control
- B. Text
- C. Call Flow
- D. Checkbox
- E. Web Page
- F. Image

Answer: BDEF

Explanation:

Reference:
<https://help.mypurecloud.com/articles/script-components/>

NEW QUESTION 4

Which ACD routing method routes interaction to the next available agent?

- A. Bullseye ACD
- B. Standard ACD
- C. Skills based routing
- D. All of the above

Answer: B

Explanation:

Reference:
<https://help.mypurecloud.com/articles/acd-evaluation-routing-methods/>

NEW QUESTION 5

What would you select from the Admin>Outbound Dialing menu to create a new campaign?

- A. Scripts
- B. Schedules
- C. Campaign Dashboard
- D. Campaign Management

Answer: D

Explanation:

Reference:
<https://help.mypurecloud.com/articles/create-predictive-dialing-campaign/>

NEW QUESTION 6

Which dialing mode allows the agent to see customer information before dialing?

- A. Progressive
- B. Predictive

- C. Preview
- D. Power

Answer: C

Explanation:

Reference: <https://help.mypurecloud.com/articles/dialing-modes/>

NEW QUESTION 7

What attributes can be assigned to agents to ensure that interactions are routed to the most qualified agent? (Choose two.)

- A. Languages
- B. Medians
- C. Skills
- D. Index Ratings
- E. Knowledge levels

Answer: CE

NEW QUESTION 8

A Queue is configured for Standard ACD routing and Disregard skills, next agent for the Evaluation Method. What agent property is used to determine the next available agent?

- A. Skill
- B. Time since they last handled an ACD interaction
- C. Cost
- D. Department

Answer: A

Explanation:

Reference:
<https://help.mypurecloud.com/articles/specify-routing-settings/>

NEW QUESTION 9

The deviation from the forecast versus the real time can be monitored in the best way through .

- A. Real time adherence
- B. Historical adherence
- C. Intraday monitoring
- D. View Agent schedule

Answer: A

Explanation:

Reference:
<https://genbin.genesys.com/old/resources/brochures/genesys-workforce-managment- brochure.pdf>

NEW QUESTION 10

Select the applicable options for Genesys Cloud Architect. (Choose three.)

- A. Play pre-recorded messages
- B. Convert text to speech
- C. Configure queues
- D. Configure skills
- E. Receive and route calls

Answer: ABC

Explanation:

Reference: <https://help.mypurecloud.com/articles/architect-features/>

NEW QUESTION 10

What browsers are supported for use with all Genesys Cloud features? (Choose two.)

- A. Internet Explorer
- B. Firefox
- C. Chrome
- D. Safari
- E. Opera
- F. Avant

Answer: BC

Explanation:

Reference:

<https://help.mypurecloud.com/articles/genesys-cloud-requirements/>

NEW QUESTION 11

What additional functionality will your business have by setting up and using ACD Messaging in your contact center?

- A. The ability to receive and route specific tweets to agents so that they can respond to those tweets
- B. The ability to create and manage a Facebook page
- C. The ability to have agents spontaneously post information about your business to Twitter, Facebook, and other social media outlets
- D. The ability for customers to access their accounts via social media channels

Answer: D

NEW QUESTION 12

What two options are available to create a customized user role?

- A. Copy an existing role then add the necessary permissions to meet your needs
- B. Create a new Role and assign the necessary permissions to that role
- C. Create or modify a workgroup to meet your needs
- D. Create a new Group and assign the necessary permissions to the group

Answer: B

NEW QUESTION 16

Which definition matches the After Call Work option Mandatory, Time-boxed no early exit?

- A. The agent may or may not complete after call work
- B. The system will set them to Available after an interaction complete
- C. They are responsible for setting their availability appropriately if performing After Call Work.
- D. The agent is automatically placed into an After Call Work status and the system will automatically set them to Available when the After Call Timeout is reached
- E. The agent may set themselves to Available if they complete their After Call Work early.
- F. The agent is placed in an After Call Work status and must manually set their status back to available when their after call work is complete.
- G. The agent is automatically placed into an After Call Work status and the system will automatically set them to Available when the After Call Timeout is reached
- H. The agent may not set themselves to Available if they complete their After Call Work early.

Answer: D

Explanation:

Reference:

<https://help.mypurecloud.com/articles/configure-call-work-settings/>

NEW QUESTION 18

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