Exam Questions GCP-GC-ADM

Genesys Cloud Certified Professional - Contact Center Administration

https://www.2passeasy.com/dumps/GCP-GC-ADM/

NEW QUESTION 1
What would you select from the Performance menu to view real-time statistics for all active campaigns?

A. Scripts
B. Campaign Management
C. Outbound Campaigns
D. Schedules

Answer: C

Explanation:
Reference:
https://help.mypurecloud.com/articles/outbound-campaign-details-view/

NEW QUESTION 2
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 3
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 4
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 5
Policies automate repetitive quality management tasks. What items could be defined as policies? (Choose three.)

A. Update the Do Not Call list with records that have the appropriate wrap-up code
B. Determine how many evaluations per hour to assign to a quality evaluator
C. Set up a schedule to run a daily report
D. Automatically assign an evaluation for all calls over 5 minutes
E. Determine how long to retain recordings and whether to archive or delete them

Answer: CDE

Explanation:
Reference:
https://help.mypurecloud.com/articles/about-quality-policies/

NEW QUESTION 6
Which definition matches the ACD Evaluation Method Best Available Skills?

A. Looks for the first available agent and ignores any skill requirements

B. Matches the interaction to the first available agent who has all of the requested skills
C. Evaluates the first 100 agents to find the agent with the highest average proficiencyratin
D. The average is calculated using the agent??s proficiency rating for each of the requested skills

Answer: C

Explanation:
ACD routes interactions based on the highest average proficiency level for the requested skills. Genesys Cloud evaluates the first 100 agents to find the agent with the highest average proficiency rating. Genesys Cloud then calculates the average using the agent??s proficiency rating for each of the requested skills.

NEW QUESTION 7
Put the steps below in the correct order to successfully complete the Calibration process:
* 1.Evaluate the interactions
* 2.Discuss the calibration results
* 3.Record interactions based on Policies
* 4.Take action on calibration results
* 5.Select and assign interactions for calibration

A. 3, 5, 4, 2, 1
B. 3, 5, 1, 4, 2
C. 3, 5, 1, 2, 4
D. 3, 4, 5, 2, 1

Answer: C

Explanation:
Reference: https://help.mypurecloud.com/articles/calibration-overview/

NEW QUESTION 8
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 9
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 10
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 10
Which option provides the ability for an email interaction to be interrupted by voice?

A. Admin>Contact Center>Utilization
B. Admin>Contact Center>ACD Skills
C. Admin>Routing>Emergencies
D. Admin>Routing>Disconnect Interactions

Answer: A

NEW QUESTION 13
By Default, Line recording is disabled.

A. True
B. False

Answer: A

Explanation:
Reference:
https://help.mypurecloud.com/articles/enable-line-recording/

NEW QUESTION 18
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 22
Recording Policies can be configured for what type(s) of contact(s)?

A. Call
B. Chat
C. Email
D. Message
E. All of the above

Answer: A

NEW QUESTION 25
Which definition matches the After Call Work option Mandatory, Time-boxed?

A. The agent may or may not complete after call wor
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 reache
E. The agent may set themselves to Available if they complete their After Call Work early.
F. 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 reache
G. The agent may not set themselves to Available if they complete their After Call Work early.
H. 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.

Answer: B

Explanation:
Reference:
https://help.mypurecloud.com/articles/configure-call-work-settings/

NEW QUESTION 29
ABC Corporation plans to purchase the Genesys Cloud Contact Center solution from Genesys to meet their requirement for unlimited multi-channel interaction routing. Which would be the right license level for them to purchase?

A. Genesys Cloud 1
B. Genesys Cloud 2
C. Genesys Cloud 3
D. Collaborate
E. Communicate

Answer: C

NEW QUESTION 31
When Enable Calls is turned on for a Group, Genesys Cloud routes interactions to all members either sequentially or randomly.

A. True
B. False

Answer: B

Explanation:

Reference:
https://help.mypurecloud.com/articles/configure-a-group-phone-number/

NEW QUESTION 34
What is the Alerting Timeout with regard to Queue configuration?

A. This is how long the interaction will alert before disconnecting
B. This is how long the agent has to complete after call work
C. This is how long the interaction will wait to begin alerting the agent
D. This is how long the interaction will alert before timing out and setting the agent??s status to Not Responding

Answer: C

NEW QUESTION 35
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 38
What is the purpose of the Wrap-up code mappings?

A. The mappings allow you to associate some behavior with the wrap-up code, such as callback time
B. The mappings allow you to associate wrap-up codes to specific campaigns
C. The mappings configures outbound dialing to flag a single number or the entire contact as uncallable, or the right party contacted, based on the wrap-up code assigned to the interaction
D. The mappings allow you to associate wrap-up codes to specific queues

Answer: C

Explanation:
Reference:
https://help.mypurecloud.com/articles/wrap-code-mappings-page/

NEW QUESTION 42
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 46
Where can you view agent evaluation scores, evaluation activity, and calibration activity in real time?

A. Reports
B. Performance>Agents
C. Admin>Contact Center
D. Admin>Quality

Answer: D

Explanation:
Reference:
https://help.mypurecloud.com/articles/quality-administrator-dashboard/

NEW QUESTION 48
Select the categories of ACD skills which can be added to a user or interaction. (Choose two.)

A. Language
B. Roles
C. Skills
D. Queue

Answer: AC

Explanation:

Reference:
https://help.mypurecloud.com/articles/add-acd-skill-language-user/

NEW QUESTION 52
Which of the following options are used when scheduling a report? (Choose three.)

A. Time period
B. Custom Date Range
C. Recurrences
D. Time zone
E. Start Time

Answer: ABC

Explanation:
Reference: https://help.mypurecloud.com/articles/configure-a-report/

NEW QUESTION 57
The Utilization feature of Genesys Cloud allows administrators to configure: (Choose three.)

A. The maximum capacity that an agent may handle simultaneously for each supported media type
B. The after call work time for each media type
C. The length of time that an agent may spend on each media type
D. The number of different media types that an agent may handle simultaneously
E. The media types that can interrupt current interactions that an agent is handling

Answer: ADE

Explanation:
Reference: https://help.mypurecloud.com/articles/utilization/

NEW QUESTION 61
Your contact center wants to track the outcome of calls and chats. What can be configured within Genesys Cloud to provide this functionality?

A. Account Codes
B. Wrap-up Codes
C. Resolution Codes
D. Status

Answer: B

Explanation:
Reference:
https://help.mypurecloud.com/articles/specify-wrap-codes/

NEW QUESTION 62
Which definition matches the After Call Work option Optional?

A. 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 reache
B. The agent may set themselves to Available if they complete their After Call Work early.
C. The agent may or may not complete after call wor
D. The system will set them to Available after an interaction complete
E. They are responsible for setting their availability appropriately if performing After Call Work.
F. 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 reache
G. The agent may not set themselves to Available if they complete their After Call Work early.
H. 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.

Answer: D

Explanation:
Reference:
https://help.mypurecloud.com/articles/configure-call-work-settings/

NEW QUESTION 67
If you have not created any additional templates, you will have several template options when creating a new script. What are the template options? (Choose two.)

A. Blank Script
B. Default Callback Script
C. Default Inbound Script
D. Default Outbound Script
E. Collection Script Template
F. Sales Script Template

Answer: EF

NEW QUESTION 70
Where are Genesys Cloud call recordings stored?

A. Recording Management
B. Cloud
C. Web Service
D. AWS Cloud

Answer: B

Explanation:
Reference:
https://help.mypurecloud.com/articles/recording-in-genesys-cloud/

NEW QUESTION 71
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