GCP-GC-ADM Dumps

Genesys Cloud Certified Professional - Contact Center Administration

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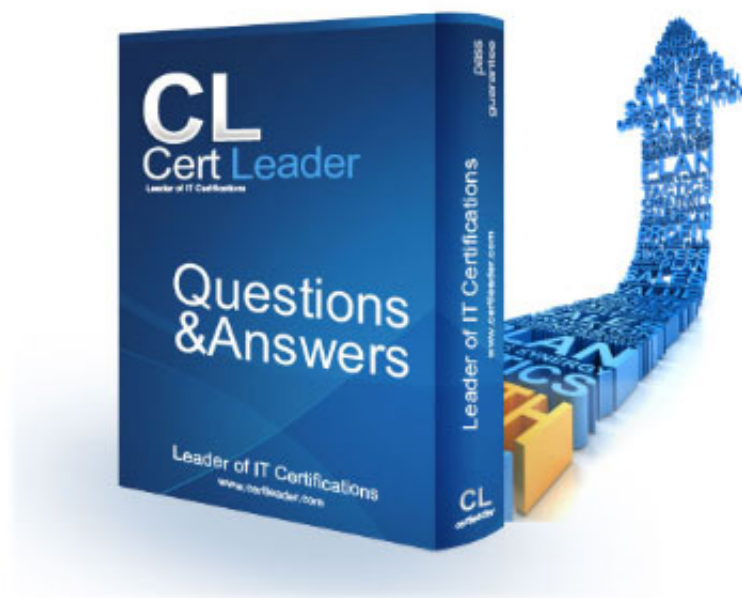
NEW QUESTION 1
What are callable time sets?

A. Callable Time Sets allow you to define calling times for various time zone
B. Multiple Callable Time Sets can then be associated with a single campaign.
C. Callable Time Sets allow you to define calling times for various time zone
D. A Callable Time Set can then be associated with multiple campaigns.
E. Callable Time Sets provide a way to define your own time zones to associate with a campaign.
F. Callable Time Sets are used to define when a campaign starts and stops.

Answer: D

Explanation:
Reference:
https://help.mypurecloud.com/articles/create-callable-times-entry/

NEW QUESTION 2
Why are skills and languages configured separately?

A. So that skills can have a more granular competency rating than languages
B. So that an agent with a skill can receive an interaction regardless of the language requirement
C. So that an agent with a language capability can receive an interaction regardless of the skill requirement
D. Skills are a subset of languages so that the two can be combined to determine if the agent will receive an interaction

Answer: C

Explanation:
Reference:
https://help.mypurecloud.com/articles/assign-remove-skills-user/

NEW QUESTION 3
If you navigate away from the page without saving the Script, you will not lose any work you have completed.

A. True
B. False

Answer: A

Explanation:
Reference: https://help.mypurecloud.com/articles/create-script/

NEW QUESTION 4
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 5
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 6
Which of the following media types can be selected when creating a report? (Choose three.)

A. Voice

B. Email
C. Voicemail
D. Chat

Answer: ABD

Explanation:
Reference:
https://docs.genesys.com/Documentation/PSAAS/latest/RPRT/Table-MEDIA_TYPE

NEW QUESTION 7
Which definition matches the After Call Work option Mandatory, Discretionary?

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 is placed in an After Call Work status and must manually set their status back to available when their after call work is complete.
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 not set themselves to Available if they complete their After Call Work early.
F. The agent may or may not complete after call wor
G. The system will set them to Available after an interaction complete
H. They are responsible for setting their availability appropriately if performing After Call Work.

Answer: B

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

NEW QUESTION 8
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 9
Several people have complained that they try to join a group chat and they can??t find the group in a search. What is the most likely reason?

A. The group is in the wrong Organization
B. Group chat is only available to administrators
C. The group is set to members only and they are not members of the group
D. The group is set to public

Answer: A

NEW QUESTION 10
Genesys Cloud ACD assigns interactions to the most appropriate available agent. What attributes can be used to determine the best available agent? (Choose three.)

A. Skills
B. Additional attribute ratings
C. Language
D. Time since the agent became available
E. Staffing requirements

Answer: ACD

Explanation:
Reference:
https://help.mypurecloud.com/articles/genesys-cloud-acd-processing/

NEW QUESTION 10
What is a fatal question in an Evaluation Form?

A. Fatal Questions have a heavier weight than non-fatal Questions
B. Fatal Questions are also critical Question
C. If scored ??No?? the evaluation score will be zero
D. Fatal Questions are also critical Question
E. If scored ??No?? the agent will be terminated
F. Fatal Questions are the same as critical Questions

Answer: B

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

NEW QUESTION 14
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 15
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 18
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 19
What is the recommended way to create a .csv file?

A. Use a text editor, such as Notepad, to create your .csv files
B. Create a spreadsheet and export it as a .csv file
C. Use a word processing application, such as Microsoft Word, to create your .csv files
D. Use a .csv application to create .csv files

Answer: D

Explanation:
Reference:
https://help.mypurecloud.com/articles/prepare-source-csv-file/

NEW QUESTION 22
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 23
What statements are true regarding contact lists used for outbound campaigns? (Choose three.)

A. Contact lists must contain the home phone number and first and last name fields, at a minimum
B. Contact lists are read-only and cannot be updated by the agents
C. A contact list can have its own unique structure, including an arbitrary number of phone number types

D. Each campaign can have its own contact list, or contact lists can be shared among campaigns
E. To use the callable times feature, each phone number column must have a corresponding time zone column containing the zone name

Answer: CDE

Explanation:
Reference: https://help.mypurecloud.com/articles/contact-lists-view/

NEW QUESTION 26
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 28
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 29
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 34
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 36
Which option in the Audio Sequence configuration allows you to add a slight amount of silence as a Menu Prompt to avoid Architect?

A. Default Menu choice
B. Menu options
C. Add blank audio
D. Menu prompt

Answer: C

Explanation:
Reference:
https://help.mypurecloud.com/articles/set-audio-sequence/

NEW QUESTION 40
Which of the Performance views shows real-time data with historical metrics to give you both short term and long-term views?

A. Reports
B. Dashboards
C. Dynamic Views
D. All of the above

Answer: C

Explanation:
Reference:
https://help.mypurecloud.com/articles/about-reports-views-and-dashboards/

NEW QUESTION 43
Currently, you manage all agents?? schedules by using a spreadsheet. This shows when each agent is working when they are on breaks, and when they have meetings or other events that take them away from the queue.
You would like to be able to schedule agents in an easier and more automated way. What Genesys Cloud Contact Center feature can you use to replace and automate the spreadsheet schedule?

A. Workforce Management
B. Workflow Process Automation
C. Genesys Cloud Architect
D. Genesys Cloud Reporting

Answer: A

Explanation:
Reference: https://help.genesys.com/pureconnect/desktop/printables/optimizer_help.pdf

NEW QUESTION 45
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 48
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 49
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 53
Which definition matches the After Call Work option Mandatory, Time-boxed no early exit?

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 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 reache
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 56
A system that routes interactions based on an algorithm which determines the best available agent for an interaction

A. Architect
B. Automatic Call Distribution
C. Call Routing
D. Scheduling

Answer: B

NEW QUESTION 58
Select the types of scheduling available in Genesys Cloud. (Choose two.)

A. Manual Scheduling
B. Load based Scheduling
C. Automated Scheduling
D. All of the above

Answer: BC

NEW QUESTION 61
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