Genesys

Exam Questions GCP-GC-ADM

Genesys Cloud Certified Professional - Contact Center Administration

NEW QUESTION 1
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 2
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 3
What process helps you to standardize call evaluations of contact center agents by comparing multiple reviews of the same call or interaction?

A. Scoring
B. Monitoring
C. Calibration
D. Evaluation

Answer: C

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

NEW QUESTION 4
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 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
What is a critical QUESTION NO: in an Evaluation Form?

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

Answer: A

Explanation:
Reference: https://help.mypurecloud.com/glossary/critical-QUESTION/

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
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 9
Select all the roles that are automatically assigned by default to the user who sets up the organization. (Choose two.)

A. Employee
B. Master Admin
C. Genesys Cloud User
D. Admin
E. Telephony Admin

Answer: AD

Explanation:
Reference:
https://help.mypurecloud.com/articles/about-roles-permissions/

NEW QUESTION 10
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 10
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 12
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 17
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 21
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 24
By Default, Line recording is disabled.

A. True
B. False

Answer: A

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

NEW QUESTION 27
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 32
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 36
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 39
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 41
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 44
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 49
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 54
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 57
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 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 63
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