

Exam Questions GCP-GC-ADM

Genesys Cloud Certified Professional - Contact Center Administration

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



NEW QUESTION 1

Which of the following are components of Genesys Cloud Reporting and Analytics? (Choose three.)

- A. Reports
- B. Dynamic Views
- C. Dashboard
- D. Interaction

Answer: ACD

NEW QUESTION 2

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 3

Which of the following can be configured on inbound interactions to be used by ACD processing? (Choose two.)

- A. Languages
- B. Intent of Call
- C. Skills
- D. Agent Availability

Answer: AC

Explanation:

Reference:

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

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

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 interaction
- 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 6

Call Recording is enabled in.

- A. Admin > Telephony
- B. Admin > Quality
- C. Admin > Contact Center

Answer: A

NEW QUESTION 7

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 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

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 11

What does it imply when a campaign does not dial a list of telephone numbers?

- A. They are in the DNC list
- B. The call went unanswered
- C. Unable to reach the customer
- D. The telephone number is wrong

Answer: A

Explanation:

Reference:

<https://help.mypurecloud.com/articles/not-call-lists-view/>

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 17

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 22

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 23

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 26

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 29

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 34

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 37

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 43

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 45

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 47

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 48

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 53

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 reached
- 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 work
- 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 reached
- 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 56

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 59

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 62

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 67

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