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Genesys Cloud Certified Professional - Contact Center Administration

Genesys GCP-GC-ADM

Version Demo

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QUESTION NO: 1

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: A B C

Explanation:

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

QUESTION NO: 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

QUESTION NO: 3

Which of the following media types can be selected when creating a report? (Choose three.)

- A. Voice

- B. Email
- C. Voicemail
- D. Chat

ANSWER: A B D

Explanation:

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

QUESTION NO: 4

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

QUESTION NO: 5

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: E F

QUESTION NO: 6

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/>

QUESTION NO: 7

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: C D E

Explanation:

Reference:

<https://help.mypurecloud.com/articles/contact-lists-view/>

QUESTION NO: 8

What is a DNC list?

- A. A DNC list causes records to be presented to be preview dialed, regardless of the dialing mode.
- B. A DNC list is another name for a contact list.
- C. A DNC list is a table containing high-priority numbers that should be dialed using preview mode.

D. A DNC list is a table containing phone numbers that a campaign should never dial.

ANSWER: C

QUESTION NO: 9

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: B C

Explanation:

Reference:

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

QUESTION NO: 10

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. The agent may set themselves to Available if they complete their After Call Work early.
- B. The agent may or may not complete after call work. The system will set them to Available after an interaction completes. They are responsible for setting their availability appropriately if performing After Call Work.
- C. 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. The agent may not set themselves to Available if they complete their After Call Work early.
- D. 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/>