



Genesys

Exam Questions GCP-GC-ADM

Genesys Cloud Certified Professional - Contact Center Administration

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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

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 3

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 4

Call Recording is enabled in.

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

Answer: A

NEW QUESTION 5

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 6

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 7

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 8

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 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

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 10

What Genesys Cloud feature can you use to present details about a caller to the agent and allow the agent to update or collect information?

- A. Dialog boxes
- B. Scripts
- C. Toast pop-ups
- D. IVR prompts

Answer: B

Explanation:

Reference: <https://help.mypurecloud.com/articles/scripting-concepts/>

NEW QUESTION 13

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 15

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 16

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 19

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