

DUMPS ARENA

Genesys Cloud Certified Professional - Contact Center Administration

Genesys GCP-GC-ADM

Version Demo

Total Demo Questions: 10

Total Premium Questions: 60

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QUESTION NO: 1

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/>

QUESTION NO: 2

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: A D**Explanation:**

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

QUESTION NO: 3

The Bullseye routing method relaxes the required skills as the selection pool expands from one ring to the next. How many rings maximum may be defined for Bullseye routing?

- A. 8
- B. 6
- C. 4
- D. 2

ANSWER: C

Explanation:

Reference: <https://help.mypurecloud.com/articles/bullseye/>

QUESTION NO: 4

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/>

QUESTION NO: 5

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: A D E

Explanation:

Reference:

<https://help.mypurecloud.com/articles/utilization/>

QUESTION NO: 6

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: C D E

Explanation:

Reference:

<https://help.mypurecloud.com/articles/about-quality-policies/>

QUESTION NO: 7

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/>

QUESTION NO: 8

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: 9

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/>

QUESTION NO: 10

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

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

ANSWER: A C D