DUMPSARENA

Genesys Cloud Certified Professional - Contact Center Administration

Genesys GCP-GC-ADM

Version Demo

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QUESTION NO: 1

Recording Policies can be configured for what type(s) of contact(s)?

A. Call

B. Chat

C. Email

D. Message

E. All of the above

ANSWER: E

Explanation:

All of the above is correct because Genesys Cloud recording policies support the contact media types Call, Chat, Email, and Message. An administrator can define a policy's evaluation criteria, including the interaction media type, and specify the recording behavior and retention applicable to qualifying interactions. This enables an organization to apply recording governance consistently while still creating separate policies where different channels, queues, users, directions, or other criteria require different treatment.

For example, a policy can govern voice-call recordings, while policies for digital interactions govern the transcript or message content retained for chat, email, and messaging conversations. Policy evaluation determines whether the interaction meets the configured criteria and therefore whether the applicable recording behavior is applied. Administrators should also ensure that recording policies are ordered and configured to meet their organization's compliance, quality-management, and data-retention requirements.

Genesys Cloud documents the available recording-policy configuration and the supported media types in its Create a recording policy guidance. For the broader purpose and behavior of these policies, see Recording policies overview.

QUESTION NO: 2

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: A B C

Explanation:

When an administrator schedules a Genesys Cloud report, the schedule must define both the data window that the report will cover and the repetition behavior for producing it. **Time period** is used to select the relative reporting window appropriate for a scheduled run, such as a recent operational period. **Custom Date Range** is used when the report needs to cover specifically defined start and end dates rather than a standard relative period. This is useful for reporting on a particular business event, campaign, or closed reporting interval. **Recurrences** defines whether and how the report is run again, allowing the administrator to configure repeated report generation and delivery on the required schedule. Together, these settings establish the report's data scope and its automated execution pattern. Genesys Cloud's report configuration guidance describes selecting report date criteria and configuring scheduled or recurring report delivery. See Configure a report in Genesys Cloud and the Genesys Cloud reports overview.

QUESTION NO: 3

Which dialing mode allows the agent to see customer information before dialing?

A. Progressive

B. Predictive

C. Preview

D. Power

ANSWER: C

Explanation:

Preview is the dialing mode that presents a campaign record to an agent before the outbound call is placed. The agent can review the customer's available contact details, interaction context, and any campaign-provided information, then decide when to initiate the call. This mode supports conversations that benefit from preparation, such as complex service discussions, account follow-up, or calls requiring the agent to understand customer history before speaking with the customer.

In Genesys Cloud, preview campaigns are designed to give the agent control over the timing of the outbound attempt after the record is delivered to them. The agent sees the record in the outbound interaction and initiates the call from there, rather than having the platform immediately connect the call. This record-first workflow is the defining characteristic that makes Preview the correct dialing mode for seeing customer information before dialing. Genesys Cloud documentation describes preview dialing and its agent workflow in the Dialing modes overview and the outbound campaign configuration documentation.

QUESTION NO: 4

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:

False is correct because enabling calls for a Genesys Cloud group does not limit call delivery to sequential or random routing. The Enable Calls setting allows the group to receive calls through its configured group phone number, while the group's ring type determines how those calls alert eligible group members. Genesys Cloud supports a simultaneous ring behavior in addition to the other available distribution behaviors. With simultaneous ringing, the system alerts the applicable group members at the same time rather than contacting them in a sequence or choosing members randomly. Therefore, the statement is inaccurate because it presents sequential and random delivery as the only possible behaviors.

It is also important to distinguish group calling from the broader term "interactions." This setting concerns calls directed to a group phone number and the configured ringing behavior for the group's members. Administrators should configure the group phone number, enable calls where appropriate, and select the intended ring type based on the organization's call-handling requirements. Genesys Cloud documents these group phone number and ring configuration settings in the Configure a group phone number resource.

QUESTION NO: 5

Which conditions must be met before Genesys Cloud can offer an ACD interaction to an agent from a queue? (Choose three.)

A. The agent is a member of the queue.

B. The agent is On Queue.

C. The agent has an Available presence.

D. The agent has a supervisor role.

E. The agent owns the queue.

ANSWER: A B C

Explanation:

An agent must be a **member of the queue**, be **On Queue**, and have an **Available presence** before Genesys Cloud can offer the agent an ACD interaction. These conditions establish that the agent belongs to the routing pool and is currently ready to receive routed work.

Genesys Cloud also evaluates other routing considerations, such as media capacity, utilization settings, required skills, languages, and the queue routing method. However, being assigned a supervisor role does not make an agent eligible for ACD routing. Roles control permissions, while queue membership and agent routing status control interaction eligibility. See the ACD routing overview.

QUESTION NO: 6

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: A C

Explanation:

Genesys Cloud uses agent skills and languages as routing attributes to match incoming interactions with suitably qualified agents. Administrators assign skills to agents to represent capabilities such as product expertise, technical specialization, or business-process knowledge. Queues can then define required or preferred skills, allowing Architect and ACD routing to evaluate eligible members and deliver an interaction to an agent whose assigned skills best satisfy the interaction's routing requirements.

Languages are also assignable agent attributes and are used for language-based routing. An administrator can assign a language and proficiency level to an agent, then configure language requirements on a queue or flow. This lets Genesys Cloud consider both whether an agent supports the customer's language and the agent's proficiency when identifying an appropriate recipient. Together, skills and languages provide the core qualification data that supports targeted, competency-based interaction routing. See the Genesys Cloud documentation for assigning skills to agents and assigning languages to agents.

QUESTION NO: 7

Which actions can an administrator perform with a Genesys Cloud data table? (Choose three.)

A. Create a table to store reference data for flows

B. Define properties for rows in the table

C. Add or import rows of data

D. Store voice recordings for completed interactions

E. Replace the contact list assigned to an outbound campaign

ANSWER: A B C

Explanation:

Genesys Cloud data tables provide a way for flows to store and retrieve structured, organization-defined data. An administrator can create a data table, define its row schema by adding properties, and add rows containing values. Architect flows can then use data actions to look up data-table rows and make routing or self-service decisions based on the returned values.

Data tables are not intended to store interaction recordings or replace outbound contact lists. They are commonly used for information such as store locations, business rules, account-routing values, and other reference data needed by flows. See About data tables and Create a data table.

QUESTION NO: 8

An agent is a member of a queue and has an Available presence, but the agent has turned off On Queue. What happens to ACD interactions for that queue?

A. The agent does not receive ACD interactions from that queue.

B. The agent receives only voice interactions from that queue.

C. The agent receives interactions only after the queue alerting timeout expires.

D. The agent is automatically removed from the queue.

ANSWER: A

Explanation:

The agent does not receive ACD interactions from that queue while On Queue is turned off. Queue membership makes the agent eligible to participate in the queue, but the agent must also be On Queue and have an appropriate available routing status before Genesys Cloud can offer ACD interactions.

The On Queue control allows agents to manage whether they receive routed work without requiring an administrator to remove them from queue membership. When the agent turns On Queue back on, Genesys Cloud can again consider the agent for eligible queue interactions, subject to utilization, skills, capacity, and routing configuration. See the Genesys Cloud ACD processing documentation.