Question 1

Organizations with Communicate licenses can set up basic IVR with inbound call flow

Options:

A- True

B- False

Answer:

A

Explanation:

Organizations with Communicate licenses in Genesys Cloud CX have the capability to set up basic Interactive Voice Response (IVR) systems as part of their inbound call flows. This allows for the creation of automated menus and routing options that can direct callers to the appropriate department or information, enhancing the efficiency of call handling and improving the caller experience.

Question 2

Question Type: MultipleChoice

Which one of the following Genesys Cloud CX configuration options provides a way to ensure that phones of a specific make and model are all deployed with the same settings?

Options:

A- Managed IP Phones

B- IP Phone Templates

C- Base Settings

D- Default Station Configuration

Answer:

B

Explanation:

IP Phone Templates in Genesys Cloud CX provide a standardized way to configure and deploy phones of a specific make and model with the same settings across the organization. This feature ensures consistency and efficiency in phone deployment, reducing the

complexity of individually configuring each phone and ensuring that all necessary settings are uniformly applied.

Question 3

All of the following are components of the Communicate Architecture Fundamentals hierarchy. EXCEPT

Options:

A- Organization

B- Gateway

C- Sites

D- Edge Groups

E- Edge

Answer:

B

Explanation:

The Communicate Architecture Fundamentals within Genesys Cloud CX include various components that make up the infrastructure and operational hierarchy, such as Organization, Sites, Edge Groups, and Edges. However, 'Gateway' is not a component of this hierarchy. Instead, the term might refer to external devices or services that connect different networks or protocols, which is not how Genesys Cloud CX structures its internal architecture.

Question 4

Question Type: **MultipleChoice**

Organization setting that can be configured include: Choose 2 answers

Options:

A- Queue Management

B- invite Links

C- Default Language

D- Skill

Answer:

B, C

Explanation:

Organization settings in Genesys Cloud CX can be configured to tailor the system to the specific needs of the organization. 'Invite Links' and 'Default Language' are examples of such settings. 'Invite Links' allows administrators to control how users are invited to the system, and 'Default Language' sets the default language for the user interface, affecting all users unless they have set their own language preference.

Question 5

Question Type: **MultipleChoice**

If the issue reporting email address is not set up in the Genesys Cloud CX system, any employee with an administrative role within the organization will receive the email.

Options:

A- True

B- False

Answer:

B

Explanation:

In Genesys Cloud CX, the issue reporting email address is a configurable setting that determines where reports of system issues are sent. If this address is not set up, system issues will not automatically be emailed to all employees with administrative roles. Instead, issues need to be reported through the designated support channels or by manually notifying the appropriate individuals or teams within the organization.

Question 6

Question Type: MultipleChoice

Once you create a custom field on your profile, it cannot be deleted from the Admin interface

Options:

A- True

B- False

Answer:

B

Explanation:

In Genesys Cloud CX, while custom fields allow for tailored data collection and reporting, they can be managed through the Admin interface. This includes the ability to delete custom fields if they are no longer needed, ensuring that the system remains relevant and uncluttered with obsolete data fields. Administrators have the flexibility to modify and delete custom fields to adapt to changing business requirements.

Question 7

Question Type: **MultipleChoice**

What is the maximum tile size that can be uploaded onto Genesys Cloud CX's Workspace?

Options:

A- 10 MB

B- 100 MB

C- 2 GB

D- No limit

Answer:

B

Explanation:

In the Genesys Cloud CX platform, when uploading content such as images, documents, or other files to the Workspace, there is a size limit to ensure optimal performance and usability. The maximum tile size that can be uploaded onto Genesys Cloud CX's Workspace is 100 MB. This limit is set to balance the need for detailed, high-quality content with the platform's performance and storage considerations, ensuring that users can access and share necessary resources efficiently without compromising the system's responsiveness.

Question 8

Genesys Cloud CX Collaborate supports video chat with upto_____people simultaneously

Options:

A- 8

B- 10

C- 12

D- 14

Answer:

A

Explanation:

Genesys Cloud CX Collaborate is a feature within the platform that supports real-time communication and collaboration among users, including video chat capabilities. As of the latest documentation, Genesys Cloud CX Collaborate supports video chat with up to 8 people simultaneously. This feature facilitates effective team collaboration and communication, allowing team members to engage in video

conferences and meetings directly within the Genesys Cloud environment, enhancing teamwork and decision-making processes.

Question 9

Question Type: MultipleChoice

Where can call recording be enabled?

Options:

A- Trunks

B- Edges and Edae Group

C- Phones

Answer:

B

Explanation:

Call recording in Genesys Cloud CX can be enabled at the level of Edges and Edge Groups. Edges are the appliances that provide connectivity to the public switched telephone network (PSTN) and VoIP services, while Edge Groups are collections of these Edges. By enabling call recording at this level, organizations can ensure that inbound and outbound interactions are recorded for quality assurance, compliance, and training purposes. This setup allows for centralized management of recording policies and storage, ensuring consistency across the organization.

Question 10

Question Type: MultipleChoice

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

Options:

A- Progressive

B- Predictive

C- Preview

D- Power

Answer:

C

Explanation:

In Genesys Cloud CX, the Preview dialing mode is specifically designed to allow agents to review customer information before initiating the call. This mode presents the agent with customer details and relevant context before the dialing process begins, enabling the agent to prepare for the interaction and tailor their approach based on the customer's history and needs. This preparation can lead to more personalized and effective customer engagements.