



DUMPSHQ

Free Questions for GCP-GC-ADM by dumpshq

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Question 1

Question Type: MultipleChoice

Which of the Performance views shows real-time data with historical metrics to give you both short term and long-term views?

Options:

- A- Reports
- B- Dashboards
- C- Dynamic Views
- D- All of the above

Answer:

C

Explanation:

Question 2

Question Type: MultipleChoice

Which definition matches the After Call Work option Mandatory, Time-boxed no early exit?

Options:

- A-** 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.
- B-** 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.
- C-** 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.
- 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 reached. The agent may not set themselves to Available if they complete their After Call Work early.

Answer:

D

Explanation:

<https://help.mypurecloud.com/articles/configure-call-work-settings/>

Question 3

Question Type: MultipleChoice

Why must you create queues for ACD functionality to work?

Options:

- 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

Question 4

Question Type: MultipleChoice

Your contact center wants to track the outcome of calls and chats. What can be configured within Genesys Cloud to provide this functionality?

Options:

A- Account Codes

B- Wrap-up Codes

C- Resolution Codes

D- Status

Answer:

B

Explanation:

<https://help.mypurecloud.com/articles/specify-wrap-codes/>

Question 5

Question Type: MultipleChoice

Which definition matches the After Call Work option Optional?

Options:

- 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:

<https://help.mypurecloud.com/articles/configure-call-work-settings/>

Question 6

Question Type: MultipleChoice

What browsers are supported for use with all Genesys Cloud features? (Choose two.)

Options:

A- Internet Explorer

B- Firefox

C- Chrome

D- Safari

E- Opera

F- Avant

Answer:

B, C

Explanation:

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

Question 7

Question Type: MultipleChoice

Select the types of scheduling available in Genesys Cloud. (Choose two.)

Options:

- A- Manual Scheduling
- B- Load based Scheduling
- C- Automated Scheduling
- D- All of the above

Answer:

B, C

Question 8

Question Type: MultipleChoice

Which ACD routing method routes interaction to the next available agent?

Options:

- A- Bullseye ACD

- B-** Standard ACD
- C-** Skills based routing
- D-** All of the above

Answer:

B

Explanation:

<https://help.mypurecloud.com/articles/acd-evaluation-routing-methods/>

Question 9

Question Type: MultipleChoice

Where can you view agent evaluation scores, evaluation activity, and calibration activity in real time?

Options:

A- Reports

B- Performance>Agents

C- Admin>Contact Center

D- Admin>Quality

Answer:

D

Explanation:

<https://help.mypurecloud.com/articles/quality-administrator-dashboard/>

Question 10

Question Type: MultipleChoice

Which of the following components can be added to scripts? (Choose all that applies.)

Options:

A- Visual Basic Control

B- Text

C- Call Flow

D- Checkbox

E- Web Page

F- Image

Answer:

B, D, E, F

Explanation:

<https://help.mypurecloud.com/articles/script-components/>

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