



Free Questions for GCP-GC-ADM by ebraindumps

Shared by Stephenson on 15-04-2024

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Question 1

Question Type: MultipleChoice

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

Options:

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

Answer:

A, C, D

Question 2

Question Type: MultipleChoice

What statements are true regarding contact lists used for outbound campaigns? (Choose three.)

Options:

- A-** Contact lists must contain the home phone number and first and last name fields, at a minimum
- B-** Contact lists are read-only and cannot be updated by the agents
- C-** A contact list can have its own unique structure, including an arbitrary number of phone number types
- D-** Each campaign can have its own contact list, or contact lists can be shared among campaigns
- E-** To use the callable times feature, each phone number column must have a corresponding time zone column containing the zone name

Answer:

C, D, E

Question 3

Question Type: MultipleChoice

When Enable Calls is turned on for a Group, Genesys Cloud routes interactions to all members either sequentially or randomly.

Options:

A- True

B- False

Answer:

B

Explanation:

<https://help.mypurecloud.com/articles/configure-a-group-phone-number/>

Question 4

Question Type: MultipleChoice

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?

Options:

A- 8

B- 6

C- 4

D- 2

Answer:

C

Question 5

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

Question 6

Question Type: MultipleChoice

If you navigate away from the page without saving the Script, you will not lose any work you have completed.

Options:

A- True

B- False

Answer:

A

Question 7

Question Type: MultipleChoice

What is a critical

Options:

- A-** Critical Questions are used to prioritize Questions that are critical to the success of an interaction. A separate critical score is calculated for critical Questions.
- B-** Critical Questions are Questions that the agent must answer.
- C-** Critical Questions are multiple choice Questions that have a higher weight than non-critical Questions.
- D-** If answered "No", critical Questions will result in an evaluation score of zero for the interaction.

Answer:

A

Question 8

Question Type: MultipleChoice

What two options are available to create a customized user role?

Options:

- 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

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