



Free Questions for **GCP-GC-ADM** by **braindumpscollection**

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Question 1

Question Type: MultipleChoice

What process helps you to standardize call evaluations of contact center agents by comparing multiple reviews of the same call or interaction?

Options:

- A- Scoring
- B- Monitoring
- C- Calibration
- D- Evaluation

Answer:

C

Question 2

Question Type: MultipleChoice

Which of the following can be configured on inbound interactions to be used by ACD processing? (Choose two.)

Options:

- A- Languages
- B- Intent of Call
- C- Skills
- D- Agent Availability

Answer:

A, C

Explanation:

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

Question 3

Question Type: MultipleChoice

Which option provides the ability for an email interaction to be interrupted by voice?

Options:

- A- Admin>Contact Center>Utilization
- B- Admin>Contact Center>ACD Skills
- C- Admin>Routing>Emergencies
- D- Admin>Routing>Disconnect Interactions

Answer:

A

Question 4

Question Type: MultipleChoice

What are callable time sets?

Options:

- A-** Callable Time Sets allow you to define calling times for various time zones. Multiple Callable Time Sets can then be associated with a single campaign.
- B-** Callable Time Sets allow you to define calling times for various time zones. A Callable Time Set can then be associated with multiple campaigns.
- C-** Callable Time Sets provide a way to define your own time zones to associate with a campaign.
- D-** Callable Time Sets are used to define when a campaign starts and stops.

Answer:

D

Explanation:

<https://help.mypurecloud.com/articles/create-callable-times-entry/>

Question 5

Question Type: MultipleChoice

Policies automate repetitive quality management tasks. What items could be defined as policies? (Choose three.)

Options:

- 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:

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

Question 6

Question Type: MultipleChoice

Put the steps below in the correct order to successfully complete the Calibration process:

1. Evaluate the interactions
2. Discuss the calibration results
3. Record interactions based on Policies
4. Take action on calibration results
5. Select and assign interactions for calibration

Options:

A- 3, 5, 4, 2, 1

B- 3, 5, 1, 4, 2

C- 3, 5, 1, 2, 4

D- 3, 4, 5, 2, 1

Answer:

C

Question 7

Question Type: MultipleChoice

Which definition matches the After Call Work option Mandatory, Discretionary?

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 is placed in an After Call Work status and must manually set their status back to available when their after call work is complete.
- 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 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.

Answer:

B

Explanation:

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

Question 8

Question Type: MultipleChoice

What is the recommended way to create a .csv file?

Options:

- A- Use a text editor, such as Notepad, to create your .csv files
- B- Create a spreadsheet and export it as a .csv file
- C- Use a word processing application, such as Microsoft Word, to create your .csv files
- D- Use a .csv application to create .csv files

Answer:

D

Explanation:

<https://help.mypurecloud.com/articles/prepare-source-csv-file/>

Question 9

Question Type: MultipleChoice

Which of the following media types can be selected when creating a report? (Choose three.)

Options:

- A- Voice
- B- Email
- C- Voicemail
- D- Chat

Answer:

A, B, D

Explanation:

https://docs.genesys.com/Documentation/PSAAS/latest/RPRT/Table-MEDIA_TYPE

Question 10

Question Type: MultipleChoice

The deviation from the forecast versus the real time can be monitored in the best way through

.

Options:

- A- Real time adherence
- B- Historical adherence
- C- Intraday monitoring
- D- View Agent schedule

Answer:

A

Explanation:

<https://genbin.genesys.com/old/resources/brochures/genesys-workforce-managment-brochure.pdf>

Question 11

Question Type: MultipleChoice

Select the applicable options for Genesys Cloud Architect. (Choose three.)

Options:

- A- Play pre-recorded messages
- B- Convert text to speech
- C- Configure queues

D- Configure skills

E- Receive and route calls

Answer:

A, B, C

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