



**Free Questions for GCX-SCR by certsinside**

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# Question 1

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Question Type: MultipleChoice

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Devlin is assigned to create multiple scripts with many common sections, so he decides to create a script template from an existing script. To create a script template, help him to select the correct option in the image.



Options:

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A- 1

B- 2

C- 3

D- 4

Answer:

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D

### **Explanation:**

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In the image provided, option 4 (D) represents the button used to manage script settings, which includes options for creating a script template. To create a script template from an existing script, the user must navigate to this menu and select the appropriate option to convert or save the script as a template for future use. This ensures that common sections can be reused across multiple scripts efficiently.

## **Question 2**

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### **Question Type: MultipleChoice**

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Identify the script property which is used for exchanging or passing data from one application to another that is unrelated to the call.

### **Options:**

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**A-** Callback

**B-** Data Actions

**C-** UUI

**D-** Outbound

**Answer:**

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C

**Explanation:**

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UUI (User-to-User Information) is the script property used for exchanging or passing data from one application to another that is unrelated to the call itself. UUI data is often used in scenarios where information needs to be transferred alongside a call but is not directly related to the telephony functions, such as passing customer data between different systems within an organization.

This capability is essential for integrating various systems and ensuring that relevant data accompanies interactions throughout different touchpoints.

## Question 3

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**Question Type:** MultipleChoice

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Select the default page name which the editor automatically adds when you create a new script.

**Options:**

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A- Home Page

B- Script Page

C- Start Page

**Answer:**

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C

**Explanation:**

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The default page name that the editor automatically adds when you create a new script in Genesys Cloud CX is Start Page. This page serves as the initial landing page of the script, and it typically contains the first set of instructions or content that the agent will see when the script is launched.

## Question 4

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**Question Type: MultipleChoice**

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The \_\_\_\_\_ allows you to easily format text using Markdown syntax.

### Options:

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- A- Image Component
- B- Input Component
- C- Markdown Component
- D- Text Component

### Answer:

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C

### Explanation:

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The Markdown Component in Genesys Cloud CX allows you to easily format text using Markdown syntax. This component is specifically designed for handling text formatting within scripts, enabling the use of Markdown to add styling such as bold, italics, headings, lists, and more. This provides a flexible and user-friendly way to enhance the visual presentation of text in scripts.

## Question 5

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**Question Type:** MultipleChoice

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You are creating a script with multiple pages that have a common header section. Choose an efficient way to create multiple page scripts.

### Options:

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- A- Create a component template for the header section and use it in subsequent pages.
- B- Create a header section individually for all the pages.
- C- Use the script template to duplicate header sections.
- D- Use the Export-Import feature.

### Answer:

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A

### Explanation:

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The most efficient way to create multiple pages in a script that share a common header section is to create a component template for the header. This template can then be reused on each page, ensuring consistency and saving time. By using a component template, you only need to design the header once and can easily apply it across all pages. This approach also makes updates easier, as changes to the header template will automatically reflect on all pages using that template.

Creating individual headers for each page or duplicating them using a script template would be less efficient and prone to inconsistencies.

## Question 6

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**Question Type:** MultipleChoice

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Every script page has a horizontal stack container placed in it by default.

**Options:**

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**A-** True

**B-** False

**Answer:**

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B

**Explanation:**

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In Genesys Cloud CX, every script page does not have a horizontal stack container placed in it by default. While horizontal stack containers are available and can be added to organize content horizontally, they are not automatically included on every script page. The default setup for a new page is typically empty, allowing the script designer to add components and containers as needed.



## Question 7

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**Question Type:** MultipleChoice

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Allen is creating a script to populate the customer's details. He needs to display the total due from the previous month's bill and the present month's bill to the agent. Both bill amounts are passed to the scripts as string values. Select the appropriate answer.

### Options:

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- A-** Use the Dynamic Number variable to add the bill amounts.
- B-** Convert the string values to numbers and add them using a Dynamic Number variable.
- C-** Use the Dynamic String variable to add the billing amount.
- D-** Add the bill amounts together using the String variable.

### Answer:

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B

### Explanation:

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When dealing with billing amounts passed as string values in a script, the correct approach is to convert the string values to numbers and then add them using a Dynamic Number variable. This ensures that the values are treated as numerical data, allowing for accurate addition and calculations.

Using a Dynamic Number variable after conversion from string to number is the best practice for handling and manipulating numerical data within a script.

Genesys Cloud CX Scripting Variables and Data Types Documentation.

## Question 8

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**Question Type:** MultipleChoice

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Identify the statements that correctly describe script sharing functionality in Genesys Cloud. (Choose two.)

### Options:

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- A- Scripts cannot be shared between users.
- B- Scripts can be shared with other users within the same organization.
- C- Scripts cannot be shared across divisions.

**D-** Scripts can be shared across organizations.

**Answer:**

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B, C

**Explanation:**

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The correct statements about script sharing functionality in Genesys Cloud are:

Scripts can be shared with other users within the same organization: This allows collaboration and ensures that users with the appropriate permissions can access and modify scripts as needed.

Scripts cannot be shared across divisions: Scripts are generally confined to the division in which they were created, and sharing across divisions is restricted unless specific permissions or configurations allow it.

Sharing scripts is an essential feature for collaborative work within the same organization but is limited by the organizational structure, such as divisions.

[Genesys Cloud CX Script Sharing and Permissions Documentation.](#)

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