

# **Free Questions for GCX-SCR**

**Shared by Salas on 04-10-2024**

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# Question 1

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**Question Type:** MultipleChoice

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Once you set the page name in the script, you cannot change it later.

## Options:

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**A-** True

**B-** False

## Answer:

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B

## Explanation:

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In Genesys Cloud CX, once you set the page name in a script, you can change it later if needed. The platform allows for flexibility in managing and editing scripts, including renaming pages to better reflect their content or purpose as the script evolves.

Genesys Cloud CX Scripting Documentation.

## Question 2

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**Question Type:** MultipleChoice

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You are working on a complex script that has multiple stack containers and components placed inside each other. You could use the feature to make sure you've selected the correct component or container.

### Options:

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- A- Validate
- B- Nesting Indicators
- C- Debug
- D- Container

### Answer:

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B

### Explanation:

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When working on a complex script in Genesys Cloud CX that includes multiple stack containers and components nested within each other, Nesting Indicators are a helpful feature to ensure that you have selected the correct component or container. These indicators visually show the hierarchy of components within the script, making it easier to navigate and edit complex structures.

Using Nesting Indicators helps avoid errors by providing a clear view of how elements are organized within the script, ensuring that modifications are applied to the correct components.

## Question 3

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### Question Type: MultipleChoice

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Using the variables named 'value' and 'currency', you must create a syntax to display 10\$. Choose the correct option. Variables: value = 10, currency = \$.

#### Options:

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- A- `{{value}} + {{currency}}`
- B- `{value} + {currency}}`
- C- `{{value}}{{currency}}`

D- {value} {currency}

**Answer:**

---

C

**Explanation:**

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The correct syntax to display '10\$' using the variables value and currency in Genesys Cloud CX scripting is {{value}}{{currency}}. This syntax correctly concatenates the two variables without any additional characters or spaces, ensuring that the result is displayed as '10\$' on the script page.

## Question 4

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**Question Type:** MultipleChoice

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Using the \_\_\_\_\_ action in scripts, you can temporarily stop recording the interaction.

**Options:**

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- A- Hold
- B- Secure Pause
- C- Secure Hold
- D- Stop Recording

**Answer:**

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B

**Explanation:**

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The Secure Pause action in Genesys Cloud CX is used to temporarily stop the recording of an interaction, particularly when sensitive information, such as payment details, is being collected. This action is essential for compliance with data protection regulations like PCI-DSS, ensuring that sensitive data is not recorded or stored.

Using Secure Pause ensures that the recording is automatically resumed after the sensitive information has been captured, maintaining the integrity of the interaction while protecting customer data.

## Question 5

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**Question Type:** MultipleChoice

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Identify the template that contains one or more visual components that you can insert into a script page.

**Options:**

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- A- Custom Template
- B- Script Template
- C- Component Template

**Answer:**

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C

**Explanation:**

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In Genesys Cloud CX, a Component Template contains one or more visual components that can be inserted into a script page. These templates are designed to provide reusable UI elements that can be consistently applied across different scripts. Using component templates helps in maintaining uniformity and speeding up the script creation process by allowing script designers to easily drag and drop pre-defined components into their scripts.

Component templates can include items such as buttons, text fields, and other interactive elements that are commonly used within the scripts.

## Question 6

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**Question Type:** MultipleChoice

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In Genesys Cloud, what features or aspects classify scripts? (Choose three.)

### Options:

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- A- Labels based on interaction type
- B- Classification based on interaction route
- C- Utilization of visual controls
- D- Integration of text and graphics
- E- Creation of interaction-specific script templates

### Answer:

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A, C, D

### Explanation:

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Scripts in Genesys Cloud CX are classified by several features that enhance their usability and flexibility:



A . Labels based on interaction type: Scripts can be categorized and labeled according to the interaction type (e.g., voice, chat, email), making it easier to identify and manage them.

C . Utilization of visual controls: Genesys Cloud CX allows the use of various visual controls (buttons, inputs, checkboxes) to enhance user interaction within scripts, enabling agents to interact seamlessly.

D . Integration of text and graphics: Scripts can integrate both text and graphical elements, allowing for a richer, more interactive experience for agents and customers alike. This can include images, links, and dynamic content.

Options B and E are not core classifications for Genesys Cloud CX scripts.

## Question 7

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**Question Type:** MultipleChoice

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What are the key components and functionalities of scripts used to present information to agents? (Choose four.)

**Options:**

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**A-** Visual controls

**B-** Editor

**C-** Text

**D-** Reports

**E-** Navigational Aids

**F-** Graphics

**Answer:**

---

A, C, E, F

**Explanation:**

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The key components and functionalities of scripts used to present information to agents in Genesys Cloud CX include:

Visual controls: These are interactive elements like buttons, dropdowns, and checkboxes that agents can use to interact with the script.

Text: Text components are used to display information, instructions, or data to the agents within the script.

Navigational Aids: These help agents move through the script logically, guiding them from one section or page to another.

Graphics: Graphics can be used to enhance the visual presentation of the script, making it more engaging and easier to follow.

These components are integral to designing effective scripts that aid agents in their tasks by providing the necessary tools and information in a user-friendly format.

## Question 8

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**Question Type:** MultipleChoice

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HTML, JavaScript for CSS is a prerequisite for configuring Genesys Cloud CX Scripts.

**Options:**

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**A-** True

**B-** False

**Answer:**

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B

**Explanation:**

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HTML, JavaScript, or CSS knowledge is not a prerequisite for configuring Genesys Cloud CX Scripts. The scripting interface in Genesys Cloud CX is designed to be user-friendly, allowing users to create and configure scripts using a visual editor without needing to know web development languages like HTML, JavaScript, or CSS. The platform abstracts these complexities, making it accessible to users with varying technical backgrounds.

Genesys Cloud CX Scripting Documentation.

## Question 9

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**Question Type:** MultipleChoice

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When should you consider using custom templates in the Genesys Cloud script editor?

### Options:

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- A- To enable advanced features within the script.
- B- To store visual elements like graphics.
- C- To create a one-time script without reuse.
- D- To create multiple scripts with similar requirements.

**Answer:**

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D

**Explanation:**

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Custom templates in the Genesys Cloud script editor are particularly useful when you need to create multiple scripts with similar requirements. These templates allow for consistent design and functionality across various scripts, saving time and ensuring uniformity in how interactions are handled. They are not typically used for one-time scripts or to store visual elements like graphics but are focused on reuse and consistency across multiple scripts.

[Genesys Cloud CX Scripting Templates Documentation.](#)

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