



Free Questions for GCP-GC-ADM by vceexamstest

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Question 1

Question Type: MultipleChoice

Which definition matches the ACD Evaluation Method Best Available Skills?

Options:

- A-** Looks for the first available agent and ignores any skill requirements
- B-** Matches the interaction to the first available agent who has all of the requested skills
- C-** Evaluates the first 100 agents to find the agent with the highest average proficiency rating. The average is calculated using the agent's proficiency rating for each of the requested skills

Answer:

C

Explanation:

ACD routes interactions based on the highest average proficiency level for the requested skills. Genesys Cloud evaluates the first 100 agents to find the agent with the highest average proficiency rating. Genesys Cloud then calculates the average using the agent's proficiency rating for each of the requested skills.

Question 2

Question Type: MultipleChoice

A system that routes interactions based on an algorithm which determines the best available agent for an interaction

Options:

- A- Architect
- B- Automatic Call Distribution
- C- Call Routing
- D- Scheduling

Answer:

B

Question 3

Question Type: MultipleChoice

The Utilization feature of Genesys Cloud allows administrators to configure: (Choose three.)

Options:

- A-** The maximum capacity that an agent may handle simultaneously for each supported media type
- B-** The after call work time for each media type
- C-** The length of time that an agent may spend on each media type
- D-** The number of different media types that an agent may handle simultaneously
- E-** The media types that can interrupt current interactions that an agent is handling

Answer:

A, D, E

Question 4

Question Type: MultipleChoice

Genesys Cloud ACD assigns interactions to the most appropriate available agent. What attributes can be used to determine the best available agent? (Choose three.)

Options:

- A- Skills
- B- Additional attribute ratings
- C- Language
- D- Time since the agent became available
- E- Staffing requirements

Answer:

A, C, D

Explanation:

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

Question 5

Question Type: MultipleChoice

Select the categories of Prompts in Architect. (Choose two.)

Options:

- A- User
- B- Menu
- C- Data
- D- System

Answer:

A, D

Question 6

Question Type: MultipleChoice

ABC Corporation plans to purchase the Genesys Cloud Contact Center solution from Genesys to meet their requirement for unlimited multi-channel interaction routing. Which would be the right license level for them to purchase?

Options:

A- Genesys Cloud 1

B- Genesys Cloud 2

C- Genesys Cloud 3

D- Collaborate

E- Communicate

Answer:

C

Question 7

Question Type: MultipleChoice

By Default, Line recording is disabled.

Options:

A- True

B- False

Answer:

A

Explanation:

<https://help.mypurecloud.com/articles/enable-line-recording/>

Question 8

Question Type: MultipleChoice

What Genesys Cloud feature can you use to present details about a caller to the agent and allow the agent to update or collect information?

Options:

- A- Dialog boxes
- B- Scripts
- C- Toast pop-ups
- D- IVR prompts

Answer:

B

Question 9

Question Type: MultipleChoice

What is a fatal question in an Evaluation Form?

Options:

- A- Fatal Questions have a heavier weight than non-fatal Questions
- B- Fatal Questions are also critical Questions. If scored "No" the evaluation score will be zero

C- Fatal Questions are also critical Questions. If scored "No" the agent will be terminated

D- Fatal Questions are the same as critical Questions

Answer:

B

Explanation:

<https://help.mypurecloud.com/articles/configure-a-fatal-QUESTION/>

Question 10

Question Type: MultipleChoice

What attributes can be assigned to agents to ensure that interactions are routed to the most qualified agent? (Choose two.)

Options:

A- Languages

B- Medians

C- Skills

D- Index Ratings

E- Knowledge levels

Answer:

C, E

Question 11

Question Type: MultipleChoice

What is the Alerting Timeout with regard to Queue configuration?

Options:

A- This is how long the interaction will alert before disconnecting

B- This is how long the agent has to complete after call work

C- This is how long the interaction will wait to begin alerting the agent

D- This is how long the interaction will alert before timing out and setting the agent's status to Not Responding

Answer:

C

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