Genesys

GCP-GC-ADM Exam

Genesys Cloud Certified Professional - Contact Center Administration

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Version: 4.0

Question: 1

A Queue is configured for Standard ACD routing and Disregard skills, next agent for the Evaluation Method. What agent property is used to determine the next available agent?

A. Skill
B. Time since they last handled an ACD interaction
C. Cost
D. Department

Answer: A

Reference:
https://help.mypurecloud.com/articles/specify-routing-settings/

Question: 2

Which definition matches the After Call Work option Mandatory, Time-boxed?

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

Answer: B

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

Question: 3

Currently, you manage all agents' schedules by using a spreadsheet. This shows when each agent is working when they are on breaks, and when they have meetings or other events that take them away from the queue.

You would like to be able to schedule agents in an easier and more automated way. What Genesys Cloud Contact Center feature can you use to replace and automate the spreadsheet schedule?

A. Workforce Management
B. Workflow Process Automation
C. Genesys Cloud Architect
D. Genesys Cloud Reporting

Answer: A

Section: (none)

Explanation

Reference: https://help.genesys.com/pureconnect/desktop/printables/optimizer_help.pdf

Question: 4

Select all the roles that are automatically assigned by default to the user who sets up the organization. (Choose two.)

A. Employee
B. Master Admin
C. Genesys Cloud User
D. Admin
E. Telephony Admin

Answer: AD

Reference:
https://help.mypurecloud.com/articles/about-roles-permissions/

Question: 5

If you have not created any additional templates, you will have several template options when creating a new script. What are the template options? (Choose two.)

A. Blank Script
B. Default Callback Script
C. Default Inbound Script
D. Default Outbound Script
E. Collection Script Template
F. Sales Script Template

Answer: EF

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