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Question 1

Question Type: MultipleChoice

Which architectural approach is used to develop a single application as a suite of small services?

Options:

- A- Monolithic Architecture
- B- Microservices Architecture
- C- Genesys Cloud CX Salesforce Architecture
- D- Single Core Architecture

Answer:

B

Explanation:

Microservices Architecture is an architectural approach that is used to develop a single application as a suite of small services. Microservices Architecture is a design pattern that breaks down an application into independent components or modules that communicate with each other through well-defined interfaces or APIs. Microservices Architecture enables faster development,

deployment, scaling, testing, and maintenance of applications by allowing each service to run in its own process and be managed by a small team. Reference: <https://www.genesys.com/glossary/microservices-architecture> <https://www.genesys.com/en-gb/platform/cloud>

Question 2

Question Type: MultipleChoice

Which of the following statements is NOT true regarding Management Units?

Options:

- A-** Agents that handle the same set of interactions should belong to the same management unit.
- B-** Management Units partition agents and interactions into logical groups.
- C-** A maximum of 100 agents can be added to a single Management Unit.
- D-** They help you create, manage, and view schedules for a group.

Answer:

C

Explanation:

A maximum of 100 agents can be added to a single Management Unit is not a true statement regarding Management Units in Genesys Cloud CX Workforce Management. A Management Unit is a logical grouping of agents who handle similar types of interactions in Workforce Management. A Management Unit can have various settings configured to define its behavior and performance, such as time zone, service level target, shrinkage percentage, etc. There is no limit on the number of agents that can be added to a single Management Unit. Reference: <https://help.mypurecloud.com/glossary/management-unit/> <https://help.mypurecloud.com/articles/create-a-management-unit/>

Question 3

Question Type: MultipleChoice

Select all the question types available while creating an Evaluation Form. (Choose three.)

Options:

A- Multiple Choice

B- Yes/No

- C- Fill in the blank
- D- Range
- E- Multiple Response

Answer:

A, B, D

Explanation:

Multiple Choice, Yes/No, and Range are three question types available while creating an Evaluation Form in Genesys Cloud CX Quality Management. An Evaluation Form is a template that defines the structure and content of an evaluation. An Evaluation Form consists of various questions that assess different aspects of an agent interaction based on predefined criteria and scoring methods. You can use different types of questions to create an Evaluation Form based on your needs. The other available question types are Comment Box and Scored Comment Box. Reference: <https://help.mypurecloud.com/articles/about-evaluation-forms/>
<https://help.mypurecloud.com/articles/create-an-evaluation-form/>

Question 4

Question Type: MultipleChoice

Where can you view agent evaluation scores, evaluation activity, and calibration activity in real-time?

Options:

- A- Performance > Workspace > Dashboards
- B- Performance > Overview (Evaluations)
- C- Admin > Contact Center
- D- Admin > Quality

Answer:

B

Explanation:

Performance > Overview (Evaluations) is where you can view agent evaluation scores, evaluation activity, and calibration activity in real-time in Genesys Cloud CX Quality Management. Evaluations are assessments of agent interactions based on predefined criteria and scoring methods. Evaluations can help contact center managers and supervisors measure and improve agent performance and quality of service. Performance > Overview (Evaluations) is a dashboard that shows various metrics and details related to evaluations, such as evaluation score distribution, evaluation completion rate, calibration score variance, etc. Reference:

<https://help.mypurecloud.com/articles/about-evaluations/> <https://help.mypurecloud.com/articles/evaluations-overview/>

Question 5

Question Type: MultipleChoice

Which of the following items need to be configured for an outbound campaign? (Choose three.)

Options:

A- Agents

B- Evaluation Forms

C- Contact Lists

D- Campaigns

E- Dialing Modes

Answer:

C, D, E

Explanation:

Contact lists, campaigns, and dialing modes are three items that need to be configured for an outbound campaign in Genesys Cloud CX. An outbound campaign is a process that initiates outbound interactions to a list of contacts based on various settings and rules. To create an outbound campaign, you need to configure the following items:

Contact lists are files that contain information about the contacts that you want to reach with your outbound campaign, such as name, phone number, email address, etc.

Campaigns are entities that define various aspects of your outbound campaign, such as dialing mode, schedule, retry options, etc.

Dialing modes are methods that determine how Genesys Cloud CX places outbound calls to contacts based on various factors, such as agent availability, contact priority, dialing rate, etc.

Some other items that need to be configured for an outbound campaign are scripts, flows, queues, etc. Reference:
<https://help.mypurecloud.com/articles/about-outbound-campaigns/> <https://help.mypurecloud.com/articles/create-a-contact-list/>
<https://help.mypurecloud.com/articles/create-a-campaign/> <https://help.mypurecloud.com/articles/dialing-modes-overview/>

Question 6

Question Type: MultipleChoice

Policies automate repetitive quality management tasks.

Which of the following 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- Specify time sets as a matching criteria.
- 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:

A, D, E

Explanation:

Update the Do Not Call list with records that have the appropriate wrap-up code, automatically assign an evaluation for all calls over 5 minutes, and determine how long to retain recordings and whether to archive or delete them are three items that could be defined as policies in Genesys Cloud CX Quality Management. Policies are rules that automate repetitive quality management tasks based on various criteria and conditions. Policies can help contact center managers and supervisors streamline their quality management processes and ensure compliance with best practices and regulations. Reference: <https://help.mypurecloud.com/articles/about-policies/>
<https://help.mypurecloud.com/articles/create-a-policy/>

Question 7

Question Type: MultipleChoice

Currently, you manage all agents' schedules 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 manage these in an easier and more automated way.

Which Genesys Cloud CX contact center feature can you use to replace and automate the spreadsheet schedule?

Options:

- A- Genesys Cloud CX Workforce Management
- B- Genesys Cloud CX API
- C- Genesys Cloud CX Architect
- D- Genesys Cloud CX Reporting and Analytics

Answer:

A

Explanation:

Genesys Cloud CX Workforce Management is a feature that can replace and automate the spreadsheet schedule. Workforce Management is a system that helps contact center managers and supervisors plan and optimize agent schedules based on various factors, such as forecasted workload, agent availability, skills, preferences, etc. Workforce Management can also track and monitor agent adherence and performance in real time and provide reports and analytics on various metrics. Reference: <https://help.mypurecloud.com/articles/about-workforce-management/> <https://help.mypurecloud.com/articles/workforce-management-overview/>

Question 8

Question Type: MultipleChoice

You cannot add variables to a script.

Options:

A- True

B- False

Answer:

B

Explanation:

You can add variables to a script. A variable is a placeholder for a value that can change during the execution of a script. Variables can store various types of data, such as text, numbers, booleans, etc. You can use variables to display or collect information in a script, such as customer name, account number, order status, etc. You can create your own custom variables or use built-in variables that are provided by Genesys Cloud CX. Reference: <https://help.mypurecloud.com/articles/about-variables-and-expressions/>
<https://help.mypurecloud.com/articles/add-script-variable/> <https://help.mypurecloud.com/articles/built-in-script-variables/>

Question 9

Question Type: MultipleChoice

If you have not created any additional templates, you will have several default template options when creating a new script.

These default templates are: (Choose four.)

Options:

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

Answer:

A, B, C, D

Explanation:

Blank Script, Default Callback Script, Default Inbound Script, and Default Outbound Script are four default template options when creating a new script if you have not created any additional templates. A template is a reusable script layout that defines the structure and content of a script. You can use templates to create scripts faster and more consistently. Genesys Cloud CX provides four default templates for different types of scripts:

Blank Script is an empty template that allows you to create a script from scratch.

Default Callback Script is a template for scripts that handle callback interactions.

Default Inbound Script is a template for scripts that handle inbound interactions.

Default Outbound Script is a template for scripts that handle outbound interactions.

You can also create your own custom templates for scripts based on your needs. Reference:

<https://help.mypurecloud.com/articles/create-a-script-template/> <https://help.mypurecloud.com/articles/create-a-script-from-a-template/>

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