



Download Genesys GCP-GC-ADM Exam Dumps Free

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Question 1

Question Type: MultipleChoice

Which of the following components can be added to scripts? (Select all that applies.)

Options:

- A- Visual Basic Control
- B- Text
- C- Call Flow
- D- Checkbox
- E- Web Page
- F- Image



Answer:

B, D, E, F

Explanation:

<https://help.mypurecloud.com/articles/script-components/>

Question 2

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 3

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 4

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

Question 5

Question Type: MultipleChoice

The Bullseye routing method relaxes the required skills as the selection pool expands from one ring to the next. How many rings maximum may be defined for Bullseye routing?

Options:

- A- 8
- B- 6
- C- 4
- D- 2

Answer:

C

Question 6

Question Type: MultipleChoice

What would you select from the Admin>Outbound Dialing menu to create a new campaign?

Options:

- A- Scripts
- B- Schedules
- C- Campaign Dashboard
- D- Campaign Management

Answer:

D

Explanation:

<https://help.mypurecloud.com/articles/create-predictive-dialing-campaign/>

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/>



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