



DUMPSsheet

Free Questions for GCP-GC-ADM by dumpssheet

Shared by Molina on 29-01-2024

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Question 1

Question Type: MultipleChoice

Call Recording is enabled in .

Options:

- A- Admin > Telephony
- B- Admin > Quality
- C- Admin > Contact Center

Answer:

A

Question 2

Question Type: MultipleChoice

How many types of flows are supported by Architect?

Options:

A- 5

B- 6

C- 7

D- 8

Answer:

A

Question 3

Question Type: MultipleChoice

What additional functionality will your business have by setting up and using ACD Messaging in your contact center?

Options:

- A- The ability to receive and route specific tweets to agents so that they can respond to those tweets
- B- The ability to create and manage a Facebook page
- C- The ability to have agents spontaneously post information about your business to Twitter, Facebook, and other social media outlets
- D- The ability for customers to access their accounts via social media channels

Answer:

D

Question 4

Question Type: MultipleChoice

What is the purpose of the Wrap-up code mappings?

Options:

- A- The mappings allow you to associate some behavior with the wrap-up code, such as callback time
- B- The mappings allow you to associate wrap-up codes to specific campaigns
- C- The mappings configures outbound dialing to flag a single number or the entire contact as uncallable, or the right party contacted,

based on the wrap-up code assigned to the interaction

D- The mappings allow you to associate wrap-up codes to specific queues

Answer:

C

Explanation:

<https://help.mypurecloud.com/articles/wrap-code-mappings-page/>

Question 5

Question Type: MultipleChoice

Which option in the Audio Sequence configuration allows you to add a slight amount of silence as a Menu Prompt to avoid Architect?

Options:

A- Default Menu choice

B- Menu options

C- Add blank audio

D- Menu prompt

Answer:

C

Explanation:

<https://help.mypurecloud.com/articles/set-audio-sequence/>

Question 6

Question Type: MultipleChoice

Why are skills and languages configured separately?

Options:

- A- So that skills can have a more granular competency rating than languages
- B- So that an agent with a skill can receive an interaction regardless of the language requirement
- C- So that an agent with a language capability can receive an interaction regardless of the skill requirement
- D- Skills are a subset of languages so that the two can be combined to determine if the agent will receive an interaction

Answer:

C

Explanation:

<https://help.mypurecloud.com/articles/assign-remove-skills-user/>

Question 7

Question Type: MultipleChoice

What is a DNC list?

Options:

- A- A DNC list causes records to be presented to be preview dialed, regardless of the dialing mode.
- B- A DNC list is another name for a contact list.
- C- A DNC list is a table containing high-priority numbers that should be dialed using preview mode.
- D- A DNC list is a table containing phone numbers that a campaign should never dial.

Answer:

C

Question 8

Question Type: MultipleChoice

Which of the following options are used when scheduling a report? (Choose three.)

Options:

- A- Time period

B- Custom Date Range

C- Recurrences

D- Time zone

E- Start Time

Answer:

A, B, C

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