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Question 1

Question Type: MultipleChoice

When you change an agent's queue status from On Queue to Off Queue, what is the agent's status displayed as in the view?

Options:

A- Available

B- Busy

C- Away

D- Break

Answer:

C

Explanation:

When an agent's queue status is changed from On Queue to Off Queue in Genesys Cloud CX, their status is typically displayed as 'Away' in the system views. This indicates that the agent is not currently available to handle new interactions in the queue, but it does not necessarily mean the agent is not working; they could be engaged in after-call work, training, or other non-queue activities.

Question 2

In which of these views would you see the amount of time an agent spent in each status?

Options:

A- Agent Interaction

B- Agent Queue

C- Agent Status

D- Agent Performance

Answer:

C

Explanation:

The Agent Status view in Genesys Cloud CX is designed to show detailed information about an agent's status over time, including the amount of time spent in each status such as Available, Busy, Away, etc. This view provides insights into how agents are allocating their time, which can be crucial for understanding productivity, identifying bottlenecks, and making informed staffing decisions.

Question 3

Question Type: **MultipleChoice**

What options are available for exporting data from a view? Choose 2 answers

Options:

A- Chat

B- DOCX

C- PDF

D- TXT

E- CSV

Answer:

C, E

Explanation:

When exporting data from views in Genesys Cloud CX, users have several format options. Among these, PDF and CSV are commonly available choices for exporting data. PDF format is useful for creating ready-to-share documents that preserve the layout and formatting of the view, while CSV format is ideal for data manipulation and analysis in spreadsheet applications, allowing for further data processing and insights.

Question 4

Question Type: **MultipleChoice**

A dynamic report on Genesys Cloud CX is a customizable report that allows the user to select the data and metrics that they want to include in the report and how it is presented

Options:

A- True

B- False

Answer:

A

Explanation:

Dynamic reports in Genesys Cloud CX are indeed customizable, allowing users to select the specific data and metrics they wish to include in the report and to determine how this information is presented. This feature provides flexibility and personalization in reporting, enabling users to focus on the information that is most relevant to their roles and objectives, thereby enhancing the analysis and decision-making process.

Question 5

Question Type: MultipleChoice

Which of the following is used to design and personalize your own working environment, allowing you to configure and store custom views for future use?

Options:

A- Activity

B- Evaluations

C- Documents

D- Workspaces

Answer:

D

Explanation:

Workspaces in Genesys Cloud CX are customizable environments that allow users to design and personalize their own working area. Users can configure and store custom views, organize widgets and tools according to their specific job functions, and save these configurations for future use. This feature enhances productivity and efficiency by allowing users to tailor their environment to their workflow and access the information they need more quickly and easily.

Question 6

Question Type: **MultipleChoice**

The_____provides a high-level overview of a campaign's performance

Options:

A- Historical view

B- Campaign Performance Summary view

C- Campaign Performance Detail view

D- Q Outbound Campaign view

E- Dynamic view

Answer:

B

Explanation:

The Campaign Performance Summary view in Genesys Cloud CX provides a high-level overview of a campaign's performance, summarizing key metrics and outcomes. This view is designed to give managers and supervisors a quick snapshot of how campaigns are performing, enabling them to assess the effectiveness of their outreach strategies and make informed decisions about adjustments or improvements needed to optimize results.

Question 7

The_____for iOS leverages the form factor of iOS tablets to help supervisors, managers, and executives make faster, more effective

managerial and operational decisions

Options:

A- Genesys Cloud CX Supervisor

B- Genesys Cloud CX Hub

C- Genesys Cloud CX Task Manager

D- Genesys Cloud CX Social Media Analyzer

Answer:

A

Explanation:

The Genesys Cloud CX Supervisor app for iOS is specifically designed to leverage the form factor and capabilities of iOS tablets, providing supervisors, managers, and executives with a powerful tool to make faster and more effective managerial and operational decisions. This app offers a user-friendly interface and real-time data insights, enabling leaders to monitor agent performance, queue statistics, and other critical metrics on the go, thereby enhancing decision-making efficiency and responsiveness to changing operational needs.

Question 8

Question Type: MultipleChoice

Genesys Cloud CX automatically deletes exported files from the inbox a week after its creation

Options:

A- True

B- False

Answer:

B

Explanation:

Genesys Cloud CX does not automatically delete exported files from the inbox after a week. Users are responsible for managing their files, including the deletion of exported files when they are no longer needed. This approach gives users control over their data and ensures that important files are not inadvertently lost.

Question 9

Question Type: **MultipleChoice**

You can use Regular Expressions to create Number Plans

Options:

A- True

B- False

Answer:

A

Explanation:

Genesys Cloud CX allows for the use of Regular Expressions in the creation of Number Plans. This capability provides a powerful and flexible way to define and manage dialing patterns and rules within the system, enabling complex call routing strategies and ensuring that calls are handled in the most efficient manner possible.

Question 10

Question Type: **MultipleChoice**

Where can DID Numbers be assigned to? Choose 3 answers

Options:

A- External Trunk

B- Person

C- Call Flow

D- Phone

E- Queue

F- Edge

Answer:

B, C, E

Explanation:

In Genesys Cloud CX, DID (Direct Inward Dialing) numbers can be assigned to various entities within the system to facilitate direct calling. Assignable entities include 'Person' (individual users), 'Call Flow' (specific call routing configurations), and 'Queue' (groups of agents handling specific types of interactions). This assignment flexibility allows for efficient call routing and management, enhancing the caller experience and operational efficiency.

Question 11

Question Type: **MultipleChoice**

Select the correct Telephony Connection Options from the list:

Choose 3 answers

Options:

A- Genesys Cloud CX Voice

B- BYOC Cloud

C- External Gateway

D- AWS Bridge

E- BYOC Premises

Answer:

A, B, E

Explanation:

Genesys Cloud CX offers various telephony connection options to accommodate different deployment and operational needs. 'Genesys Cloud CX Voice' is the native telephony service, 'BYOC Cloud' allows for the use of external cloud carriers, and 'BYOC Premises' enables connection to traditional on-premises telephony infrastructure. These options provide flexibility in telephony integration and call management.

Question 12

Genesys Cloud CX comes with a predefined set of number plans and outbound routes - Users cannot customize new number plans and outbound routes.

Options:

A- True

B- False

Answer:

B

Explanation:

Genesys Cloud CX provides the flexibility to customize telephony configurations, including the creation of new number plans and outbound routes. This allows organizations to tailor their telephony setup to their specific operational needs and call routing strategies, ensuring optimal call management and efficiency.