Free Questions for GCP-GCX

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Question 1

Question Type: MultipleChoice

What is the correct statement about Divisions?

Options:

A- A user can belong to more man one Division

B- Users can only access the Division they belong to.

C- Transactional objects (Interactions) are not division-aware.

D- A User can belong to only one Division, but can access as many division as needed.

Answer:

D

Explanation:

In Genesys Cloud CX, Divisions are used to segment and organize resources such as users, queues, and interactions for administrative, routing, and reporting purposes. A user is typically assigned to a single primary Division but can be granted permissions to access resources in multiple Divisions as needed. This structure allows for flexibility in managing access and visibility across different organizational units within the Genesys Cloud environment, ensuring that users have the necessary access to perform their roles effectively while maintaining organizational security and governance.

Question 2

Question Type: MultipleChoice

Genesys Cloud CX tracks metric statistics in _____ minute intervals.

Options:

A- 20

B- 30

C- 45

D- 10

Answer:

D

Explanation:

Genesys Cloud CX tracks metric statistics in 10 minute intervals. This means that Genesys Cloud CX collects and aggregates data for various metrics every 10 minutes. This applies to both real-time and historical data. For example:

Real-time data: Genesys Cloud CX updates the dashboards and views with the latest data every 10 minutes. You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.

Historical data: Genesys Cloud CX stores the data for various metrics every 10 minutes. You can see the historical values of various metrics, such as offered count, answered count, abandoned count, and transfer count.

Genesys Cloud CX tracks metric statistics in 10 minute intervals to provide consistent and accurate data for your contact center performance and activities. You can use this data to measure and improve various aspects of your contact center, such as:

Agent performance

Queue performance

Interaction quality

Customer satisfaction

Workforce management

Question 3

Question Type: MultipleChoice

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.

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

Select the reasons behind a user not receiving calls through their assigned DID number or extension. (Choose two.)

Options:

A- The DID number and extension are not listed in the DID or extension pools.
B- The DID number and extension are considered the same numbers and entered into the same phone.
C- The user does not have the proper license type, roles, and permissions.
D- The DID number and the extension do not have the same last 4 digits.

Answer:

A, C

Explanation:

The DID number and extension are not listed in the DID or extension pools and the user does not have the proper license type roles and permissions are two reasons behind a user not receiving calls through their assigned DID number or extension in Genesys Cloud CX Telephony Admin menu.

A DID number is a direct inward dialing number that allows callers to reach an individual user directly without going through an operator or IVR menu.

An extension is a short internal number that allows users to reach each other within an organization without dialing a full phone number.

A DID pool is a collection of DID numbers that are available for assignment to users or queues.

An extension pool is a collection of extensions that are available for assignment to users.

To receive calls through their assigned DID number or extension in Genesys Cloud CX Telephony Admin menu , a user needs to have their DID number and extension listed in the DID pool and extension pool respectively . If their DID number or extension is not listed in the pools , they will not be able to receive calls through them . Additionally , a user needs to have the proper license type , roles , and permissions assigned to their profile to receive calls through their assigned DID number or extension . A license type determines what features and functions a user can access in Genesys Cloud CX . A role determines what actions a user can perform or see in Genesys Cloud CX . A permission determines what specific feature or function a user can access within a role .

To receive calls through their assigned DID number or extension , a user needs to have a license type that supports telephony features , such as Communicate , Collaborate , etc . They also need to have roles that allow them to use telephony features , such as Agent , Supervisor , etc . They also need to have permissions that allow them

Question 6

Question Type: MultipleChoice

While Alex is monitoring queue reports, Sam deletes an inactive agent from the queue.

Will this affect the metrics that Alex is monitoring?

Options:
A- Yes
B- No

Answer:
B

Explanation:
No, deleting an inactive agent from the queue will not affect the metrics that Alex is monitoring in queue reports in Genesys Cloud CX Performance menu. A queue report is a report that shows various metrics and details related to queue performance and activities in Genesys Cloud CX. A queue report can help you measure and improve various aspects of your queue, such as:

Service level

Abandon rate

Average speed of answer

Average handle time

Interaction volume

Deleting an inactive agent from the queue will not affect the metrics that Alex is monitoring in queue reports because:

A queue report only counts interactions that spent time in the queue, but an agent-based report

counts any interactions an agent worked with. This means that the totals in a queue report and an agent-based report may not match exactly, even if they include the same agents or queues. This is because a queue is a stand-alone entity from the perspective of Genesys Cloud CX reports, and queue metrics and agent metrics can differ for various reasons, such as:

An interaction spends time in multiple queues

An interaction abandons before an agent handles it

An agent is a member of more than one queue

An inactive agent is an agent who has not logged in to Genesys Cloud CX or has logged out. An inactive agent does not affect the metrics in queue reports because they do not contribute to various metrics and details related to queue performance and activities, such as:

Offered count

Answered count

Abandoned count

Transfer count

Question 7

Question Type: MultipleChoice

Where do you add the list of IP or CIDR addresses which are allowed or denied access to an External or Phone Trunk?

Options:
A- Availability
B- SIP Access Control
C- Outbound
D- Calling

Answer:
B

Explanation:

SIP Access Control is where you can add the list of IP or CIDR addresses that are allowed or denied access to an External or Phone Trunk in Genesys Cloud CX Telephony Admin menu. SIP Access Control is a feature that allows you to control which IP addresses or CIDR ranges can access your External or Phone Trunks in Genesys Cloud CX. SIP Access Control can help you enhance the security and performance of your trunks by preventing unauthorized or unwanted access from external sources. You can add IP addresses or CIDR ranges to the Allow List or Deny List of your trunks based on your needs and preferences. Reference: https://help.mypurecloud.com/articles/sip-access-control-overview/ https://help.mypurecloud.com/articles/add-an-ip-address-or-cidr-range-to-a-trunk/

Question 8

Question Type: MultipleChoice

What do a Service Level of 80 and a Service Level Target of 20 for Voice interactions mean?

Options:

A- 80 calls must be answered every 20 seconds.

B- 80% of calls must be answered within 20 seconds.

C- 80% of agents must answer calls within 20 seconds.

D- 20 chats and calls must be answered in 80 seconds.

Answer:

B

Explanation:

A service level of 80 and a service level target of 20 for voice interactions mean that 80% of calls must be answered within 20 seconds. Service level is a metric that measures how well a contact center meets its customer service goals. Service level is calculated by dividing the number of interactions answered within a specified time threshold (service level target) by the total number of interactions offered in a given period. For example, if a contact center receives 100 calls in an hour and answers 80 calls within 20 seconds, then its service level is 80/100 = 0.8 or 80%. Reference: https://help.mypurecloud.com/glossary/service-level/ https://help.mypurecloud.com/articles/queue-performance-summary-report/

Question 9

Question Type: MultipleChoice

You can allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization.
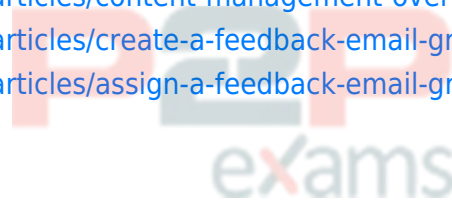
Options:
A- True
B- False

Answer:
B

Explanation:
You cannot allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization is a false statement. You can allocate multiple email addresses to receive suggestions, issues, and concerns regarding Genesys Cloud CX at your organization by using feedback email groups in Genesys Cloud CX Collaborate Content Management. Feedback email groups are groups of email addresses that receive feedback messages from users who view content items in Content Management. Content items are files or links that contain information or resources related to various topics or categories in Content Management. You can create feedback email groups and assign them to content items or categories based on your needs. Reference:
https://help.mypurecloud.com/articles/content-management-overview/
https://help.mypurecloud.com/articles/create-a-feedback-email-group/
https://help.mypurecloud.com/articles/assign-a-feedback-email-group-to-a-content-item-or-category/

Question 10

Question Type: MultipleChoice

Eva, a contact center supervisor, wants to determine agent performance issues with interactions that set a specific wrap-up code in one or multiple queues.

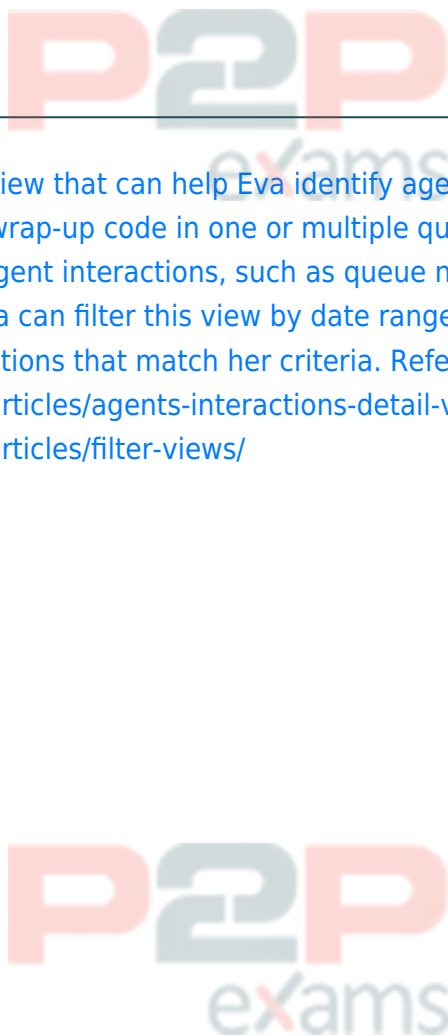Which of the following views can help Eva identify such issues?

Options:

A- Agents Wrap-Up Interval Detail
B- Agents Schedule Detail
C- Agents Evaluation Detail
D- Agents Interactions Detail

Answer:

D

Explanation:

Agents Interactions Detail is a view that can help Eva identify agent performance issues with interactions that set a specific wrap-up code in one or multiple queues. This view shows various metrics and details related to agent interactions, such as queue name, media type, direction, duration, wrap-up code, etc. Eva can filter this view by date range, queue name, media type, and wrap-up code to see the interactions that match her criteria. Reference:
https://help.mypurecloud.com/articles/agents-interactions-detail-view/
https://help.mypurecloud.com/articles/filter-views/

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