Genesys GCP-GC-ADM Practice Questions

Shared by Walton on 26-10-2026

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Question 1

Question Type: MultipleChoice

What is the recommended way to create a .csv file?

Options:

A- Use a text editor, such as Notepad, to create your .csv files
B- Create a spreadsheet and export it as a .csv file
C- Use a word processing application, such as Microsoft Word, to create your .csv files
D- Use a .csv application to create .csv files

Answer:

D

Explanation:

https://help.mypurecloud.com/articles/prepare-source-csv-file/

Question 2

Question Type: MultipleChoice

If you have not created any additional templates, you will have several template options when creating a new script. What are the template options? (Select two.)

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:

E, F

Question 3

Question Type: MultipleChoice

A Queue is configured for Standard ACD routing and Disregard skills, next agent for the Evaluation Method. What agent property is used to determine the next available agent?

Options:

A- Skill
B- Time since they last handled an ACD interaction
C- Cost
D- Department

Answer:

A

Explanation:

https://help.mypurecloud.com/articles/specify-routing-settings/

Question 4

Question Type: MultipleChoice

Which ACD routing method routes interaction to the next available agent?

Options:

A- Bullseye ACD
B- Standard ACD
C- Skills based routing
D- Skills are a subset of languages so that the two can be combined to determine if the agent will receive an interaction

Answer:

B

Explanation:

https://help.mypurecloud.com/articles/acd-evaluation-routing-methods/

Question 5

Question Type: MultipleChoice

What is a critical

Options:

A- Critical Questions are used to prioritize Questions that are critical to the success of an interaction. A separate critical score is calculated for critical Questions.
B- Critical Questions are Questions that the agent must answer.
C- Critical Questions are multiple choice Questions that have a higher weight than non-critical Questions.
D- If answered ''No'', critical Questions will result in an evaluation score of zero for the interaction.

Answer:

A

Question 6

Question Type: MultipleChoice

What is the recommended way to create a .csv file?

Options:

A- Use a text editor, such as Notepad, to create your .csv files
B- Create a spreadsheet and export it as a .csv file

C- Use a word processing application, such as Microsoft Word, to create your .csv files
D- Use a .csv application to create .csv files

Answer:

D

Explanation:

https://help.mypurecloud.com/articles/prepare-source-csv-file/

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Question 7

Question Type: MultipleChoice

If you navigate away from the page without saving the Script, you will not lose any work you have completed.

Options:

A- True
B- False

Answer:

A

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Question 8

Question Type: MultipleChoice

Put the steps below in the correct order to successfully complete the Calibration process:

1. Evaluate the interactions

2. Discuss the calibration results

3. Record interactions based on Policies

4. Take action on calibration results

5. Select and assign interactions for calibration

Options:

A- 3, 5, 4, 2, 1
B- 3, 5, 1, 4, 2
C- 3, 5, 1, 2, 4
D- 3, 4, 5, 2, 1

Answer:

C

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Question 9

Question Type: MultipleChoice

What two options are available to create a customized user role?

Options:

A- Copy an existing role then add the necessary permissions to meet your needs
B- Create a new Role and assign the necessary permissions to that role
C- Create or modify a workgroup to meet your needs
D- Create a new Group and assign the necessary permissions to the group

Answer:

B

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