# Genesys GCX-SCR Practice Questions

**Shared by Glenn on 26-10-2026**

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## Question 1

Question Type: MultipleChoice

A Branch Site can be converted to a Core Site when:

### Options:

A- The option 'Change to Core Site' is selected.
B- An Edge is assigned to the Branch Site.
C- An existing Core Site is demoted to a Branch Site.
D- The Location assigned to the Branch Site is deleted.

### Answer:

B

### Explanation:

In Genesys Cloud CX, a Branch Site can be converted to a Core Site when an Edge is assigned to the Branch Site. The Edge device is essential for routing and managing interactions, and its presence elevates the site from a Branch Site to a Core Site, giving it the full capabilities associated with Core Sites. This conversion is part of the network architecture and is critical for managing and optimizing interaction routing and resource allocation.

Genesys Cloud CX Site and Edge Management Documentation.

## Question 2

Question Type: MultipleChoice

Once you create a custom field on your profile, it cannot be deleted from the Admin interface.

### Options:

A- True
B- False

## Answer:

A

## Explanation:

In Genesys Cloud CX, once a custom field is created on a user's profile, it cannot be deleted via the Admin interface. This restriction ensures that profile data integrity is maintained and that data linked to custom fields is not accidentally lost or compromised. While you can update or modify custom fields, deleting them entirely from the admin interface is not an option.

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# Question 3

Question Type: MultipleChoice

A Branch Site can be converted to a Core Site when:

## Options:

A- The option 'Change to Core Site' is selected.
B- An Edge is assigned to the Branch Site.
C- An existing Core Site is demoted to a Branch Site.
D- The Location assigned to the Branch Site is deleted.

## Answer:

B

## Explanation:

In Genesys Cloud CX, a Branch Site can be converted to a Core Site when an Edge is assigned to the Branch Site. The Edge device is essential for routing and managing interactions, and its presence elevates the site from a Branch Site to a Core Site, giving it the full capabilities associated with Core Sites. This conversion is part of the network architecture and is critical for managing and optimizing interaction routing and resource allocation.

Genesys Cloud CX Site and Edge Management Documentation.

## Question 4

Question Type: MultipleChoice

By default, Line Recording is disabled.

### Options:

A- True
B- False

### Answer:

A

### Explanation:

By default, Line Recording is indeed disabled in Genesys Cloud CX. This default setting is designed to comply with various regulatory and privacy requirements, where recording communications without explicit consent or necessity could lead to legal issues. Administrators must manually enable Line Recording based on organizational needs and after ensuring that all necessary legal and compliance measures are in place.

Genesys Cloud CX allows detailed configurations for recording, including setting up policies that dictate when and how interactions are recorded, ensuring that only necessary communications are recorded and stored.

## Question 5

Question Type: MultipleChoice

Richard is assigned the task of creating custom Outbound Campaign scripts. He wants to display the current value of the customer's first name on the script page. Help him by choosing the correct syntax.

### Options:

A- {(Outbound.First Name)}
B- ((Outbound.First Name))
C- Outbound.First Name
D- {{Outbound.First Name}}

## Answer:

D

## Explanation:

In Genesys Cloud CX, when creating custom scripts, the correct syntax to display dynamic data, such as a customer's first name, involves using double curly braces {{ }}. This syntax is used to reference data variables within the script.

{{Outbound.First Name}}: This syntax correctly refers to the 'First Name' attribute from the Outbound object in the script. When the script is run, this placeholder will dynamically display the customer's first name based on the data provided in the Outbound Campaign.

Using the correct syntax is crucial for ensuring that the data is pulled correctly and displayed as intended in the script.

Genesys Cloud CX Scripting Documentation.

# Question 6

Question Type: MultipleChoice

What are the default roles that permit you to edit scripts? (Select two.)

## Options:

A- PureCloud User
B- Outbound Admin
C- Script Designer
D- Master Admin
E- Outbound Agent

## Answer:

C, D

## Explanation:

In Genesys Cloud CX, the permissions required to edit scripts are controlled by roles that include the necessary permissions for interacting with and modifying scripts. The Script Designer role (option C) is specifically created for individuals responsible for creating and editing scripts. It grants full access to the scripting interface and allows for script modifications. The Master Admin role (option D) also has broad permissions across the system, including editing and managing scripts, among other administrative tasks.

Reference to Genesys Cloud documentation indicate that other roles, like PureCloud User or Outbound Agent, do not have sufficient permissions to modify scripts. The Outbound Admin role manages outbound campaigns but does not include script editing by default.

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# Question 7

Question Type: MultipleChoice

The _____ allows you to easily format text using Markdown syntax.

## Options:

A- Image Component
B- Input Component
C- Markdown Component
D- Text Component

## Answer:

C

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## Explanation:

The Markdown Component in Genesys Cloud CX allows you to easily format text using Markdown syntax. This component is specifically designed for handling text formatting within scripts, enabling the use of Markdown to add styling such as bold, italics, headings, lists, and more. This provides a flexible and user-friendly way to enhance the visual presentation of text in scripts.

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