Genesys Cloud Certified Professional
(Practice Question/**Answers**)

GCP-GCX

GC- CCA

1. Which three components make up the Genesys Cloud Platform?
Answer: Collaborate, Communicate and Contact Center

2. Select the key features of Genesys Cloud Contact Center. (Choose four)
Answer: Agent Interface, ACD, Scripts, and Contact Center Management

3. There is only one level of licensing for Genesys Cloud Contact Center.
Answer: False

4. What are the routing types used by Genesys Cloud?
Answer: IVR Routing and ACD Routing

5. Identify the correct description for Best Available Skills?
Answer: ACD builds a list of agents with all skills; puts the agents in sequence by time

6. Which of the following attributes are assigned to agents to ensure that interactions are routed to the most appropriate agent? (Select all the **Answer**s that apply)
Answer: Skills and Languages

7. Only a supervisor can activate/deactivate an agent from a queue.
Answer: False

8. Architect is available to all agents by default.
Answer: False

9. What is the purpose of an evaluation form in quality management? (Choose two)
Answer: They measure how well your agents are performing at their job; They can highlight where additional agent training might be needed

10. You can rename the Home division and move objects into and out of it, but you cannot delete it.
Answer: True

11. Using Scripts, you can present information about a caller to an agent, such as the caller's name and address?
Answer: True

12. A campaign can have multiple DNC lists.
Answer: True

GC- IMP

1. Which Genesys Cloud component is a basic requirement to deploy a simple contact center with Rotary call routing to a group of agents?
Answer: Communicate

2. What is the maximum file size that a user can upload into Genesys Cloud Documents?

Answer: 2 GB

3. You can enable the location detection setting of the contact center from the _____ container.
Answer: Account Settings

4. Genesys Cloud does not perform virus scans for attachments that are shared in chats.
Answer: True

5. Every Edge must be associated with a _____.
Answer: Site

6. You want each group to have a place to upload, organize, and share documents and files. Which setting would you click to configure this behavior?
Answer: Workspaces

7. A numbering plan is also known as a dial plan.
Answer: True

8. Genesys Cloud _____ Edge supports more than 75 concurrent calls.
Answer: Standard

GC- R&A
1. Which of the following displays the real-time metrics for the contact center?
Answer: Dynamic Views

2. The number of Offered calls always equals **Answer**ed + Abandoned + Transfer.
Answer: False

3. Select the metrics that are available in the Agent Metrics report. (Choose three options)
Answer: Interactions that have handled the time, Average Talk Time, After Call Work and Handle Time, Transfer

4. Which Queue report shows the summary data associated with specific wrap-up codes?
Answer: Queue Wrap Up Summary report

5. Which report shows details about interactions for one or more agents?
Answer: Interaction Details Report

6. Which report provides the evaluations of agents for interactions that started within the range specified in the report's parameters?
Answer: Agent Quality Details Report

7. Which configuration field allows you to turn on the Schedule for a report?
Answer: Report Generation Time

8. What formats are available for report downloads?
Answer: PDF, XLS, XLSX

9. For how long can you access a historical copy of a report before it is automatically deleted?
Answer: 90 days

10. Reports are disabled because _____.
Answer: the report failed to run for two consecutive times

11. All metrics shown in the Queues Performance Summary view are for Inbound interactions only.
Answer: False

12. Which view displays current metrics and information about your queues?
Answer: My Queues Activity

13. Which is used to view In-Progress and Completed interactions?
Answer: Interactions View

14. Which of the following views allows you to view in-progress and completed interactions for a specific queue or queues?
Answer: Queues Interactions Detail view

GC- Arc. CS

1. The goal of _____ is to reduce a customer's efforts, while increasing service efficiency.
Answer: IVR

2. In Architect, you can perform the following actions for the contact center.
(Choose three options)
Answer: Create in-queue music, Create an IVR for the agent-less interaction, Update customer details

3. Which call flow can be applied to more than one campaign?
Answer: Outbound Call Flow

4. _____ is the default amount of time the system waits for the caller's input before timing out.
Answer: No Entry Timeout

5. Select all the available methods for an error handling event. (Choose four options)
Answer: Transfer to Queue, Jump to Menu, Disconnect, and Jump to Reusable Task.

6. What is the default value for the Menu selection timeout?
Answer: 10 seconds

7. Using the Validate option, you can test the created call flow.
Answer: False

8. Which variable is used to exchange or pass data that is unrelated to the call, from one application to another?
 Answer: Call.UUIData

9. You can add prompts either by using the TTS option, or by uploading audio files with the .wav extension.
Answer: True

10. Architect flow can be published only if the flow is __ % of the allotted usage.
Answer: <=98

11. Which routing method enables you to create multiple flows for working hours, closed hours, and holidays?
Answer: Schedule based Routing

12. For creating a schedule group, at least one _____ schedule is required.
Answer: Open

13. In Architect, you cannot transfer data between call flows.
Answer: False

14. Using the _____ action(s), you can transfer data between flows.
Answer: (Both A & B) Set Participant Data and Get Participant Data

15. To use the created script in a call flow, you must use the _____ action.
Answer: Set Screen Pop