

Exam Questions GCP-GC-ADM

Genesys Cloud Certified Professional - Contact Center Administration

<https://www.2passeasy.com/dumps/GCP-GC-ADM/>



NEW QUESTION 1

Which of the following are components of Genesys Cloud Reporting and Analytics? (Choose three.)

- A. Reports
- B. Dynamic Views
- C. Dashboard
- D. Interaction

Answer: ACD

NEW QUESTION 2

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

- A. True
- B. False

Answer: A

Explanation:

Reference: <https://help.mypurecloud.com/articles/create-script/>

NEW QUESTION 3

Select the categories of Prompts in Architect. (Choose two.)

- A. User
- B. Menu
- C. Data
- D. System

Answer: AD

Explanation:

Reference: <https://help.mypurecloud.com/articles/call-prompts/>

NEW QUESTION 4

Which definition matches the After Call Work option Mandatory, Discretionary?

- A. The agent is automatically placed into an After Call Work status and the system will automatically set them to Available when the After Call Timeout is reached.
- B. The agent may set themselves to Available if they complete their After Call Work early.
- C. The agent is placed in an After Call Work status and must manually set their status back to available when their after call work is complete.
- D. The agent is automatically placed into an After Call Work status and the system will automatically set them to Available when the After Call Timeout is reached.
- E. The agent may not set themselves to Available if they complete their After Call Work early.
- F. The agent may or may not complete after call work.
- G. The system will set them to Available after an interaction complete.
- H. They are responsible for setting their availability appropriately if performing After Call Work.

Answer: B

Explanation:

Reference:
<https://help.mypurecloud.com/articles/configure-call-work-settings/>

NEW QUESTION 5

Call Recording is enabled in.

- A. Admin > Telephony
- B. Admin > Quality
- C. Admin > Contact Center

Answer: A

NEW QUESTION 6

Genesys Cloud ACD assigns interactions to the most appropriate available agent. What attributes can be used to determine the best available agent? (Choose three.)

- A. Skills
- B. Additional attribute ratings
- C. Language
- D. Time since the agent became available
- E. Staffing requirements

Answer: ACD

Explanation:

Reference:

<https://help.mypurecloud.com/articles/genesys-cloud-acd-processing/>

NEW QUESTION 7

Which dialing mode allows the agent to see customer information before dialing?

- A. Progressive
- B. Predictive
- C. Preview
- D. Power

Answer: C

Explanation:

Reference: <https://help.mypurecloud.com/articles/dialing-modes/>

NEW QUESTION 8

What does it imply when a campaign does not dial a list of telephone numbers?

- A. They are in the DNC list
- B. The call went unanswered
- C. Unable to reach the customer
- D. The telephone number is wrong

Answer: A

Explanation:

Reference:
<https://help.mypurecloud.com/articles/not-call-lists-view/>

NEW QUESTION 9

What Genesys Cloud feature can you use to present details about a caller to the agent and allow the agent to update or collect information?

- A. Dialog boxes
- B. Scripts
- C. Toast pop-ups
- D. IVR prompts

Answer: B

Explanation:

Reference: <https://help.mypurecloud.com/articles/scripting-concepts/>

NEW QUESTION 10

What additional functionality will your business have by setting up and using ACD Messaging in your contact center?

- A. The ability to receive and route specific tweets to agents so that they can respond to those tweets
- B. The ability to create and manage a Facebook page
- C. The ability to have agents spontaneously post information about your business to Twitter, Facebook, and other social media outlets
- D. The ability for customers to access their accounts via social media channels

Answer: D

NEW QUESTION 10

Which option in the Audio Sequence configuration allows you to add a slight amount of silence as a Menu Prompt to avoid Architect?

- A. Default Menu choice
- B. Menu options
- C. Add blank audio
- D. Menu prompt

Answer: C

Explanation:

Reference:
<https://help.mypurecloud.com/articles/set-audio-sequence/>

NEW QUESTION 14

Where are Genesys Cloud call recordings stored?

- A. Recording Management
- B. Cloud
- C. Web Service
- D. AWS Cloud

Answer: B

Explanation:

Reference:

<https://help.mypurecloud.com/articles/recording-in-genesys-cloud/>

NEW QUESTION 17

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