

100% Money Back
Guarantee

Vendor:Genesys

Exam Code:GCP-GC-ADM

Exam Name:Genesys Cloud Certified Professional -
Contact Center Admin

Version:Demo

QUESTION 1

Which of the Performance views shows real-time data with historical metrics to give you both short term and long-term views?

- A. Reports
- B. Dashboards
- C. Dynamic Views
- D. All of the above

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/about-reports-views-and-dashboards/>

QUESTION 2

What attributes can be assigned to agents to ensure that interactions are routed to the most qualified agent? (Choose two.)

- A. Languages
- B. Medians
- C. Skills
- D. Index Ratings
- E. Knowledge levels

Correct Answer: CE

QUESTION 3

The Utilization feature of Genesys Cloud allows administrators to configure: (Choose three.)

- A. The maximum capacity that an agent may handle simultaneously for each supported media type
- B. The after call work time for each media type
- C. The length of time that an agent may spend on each media type
- D. The number of different media types that an agent may handle simultaneously
- E. The media types that can interrupt current interactions that an agent is handling

Correct Answer: ADE

Reference: <https://help.mypurecloud.com/articles/utilization/>

QUESTION 4

What statements are true regarding contact lists used for outbound campaigns? (Choose three.)

- A. Contact lists must contain the home phone number and first and last name fields, at a minimum
- B. Contact lists are read-only and cannot be updated by the agents
- C. A contact list can have its own unique structure, including an arbitrary number of phone number types
- D. Each campaign can have its own contact list, or contact lists can be shared among campaigns
- E. To use the callable times feature, each phone number column must have a corresponding time zone column containing the zone name

Correct Answer: CDE

Reference: <https://help.mypurecloud.com/articles/contact-lists-view/>

QUESTION 5

- 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.

Correct Answer: A

Reference: <https://help.mypurecloud.com/glossary/critical-QUESTION/>

QUESTION 6

What is a fatal question in an Evaluation Form?

- A. Fatal Questions have a heavier weight than non-fatal Questions
- B. Fatal Questions are also critical Questions. If scored "No" the evaluation score will be zero
- C. Fatal Questions are also critical Questions. If scored "No" the agent will be terminated
- D. Fatal Questions are the same as critical Questions

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/configure-a-fatal-QUESTION/>

QUESTION 7

What is a DNC list?

- A. A DNC list causes records to be presented to be preview dialed, regardless of the dialing mode.
- B. A DNC list is another name for a contact list.
- C. A DNC list is a table containing high-priority numbers that should be dialed using preview mode.
- D. A DNC list is a table containing phone numbers that a campaign should never dial.

Correct Answer: C

QUESTION 8

Currently, you manage all agents' schedules by using a spreadsheet. This shows when each agent is working when they are on breaks, and when they have meetings or other events that take them away from the queue. You would like to be able to schedule agents in an easier and more automated way. What Genesys Cloud Contact Center feature can you use to replace and automate the spreadsheet schedule?

- A. Workforce Management
- B. Workflow Process Automation
- C. Genesys Cloud Architect
- D. Genesys Cloud Reporting

Correct Answer: A

Reference: https://help.genesys.com/pureconnect/desktop/printables/optimizer_help.pdf

QUESTION 9

Which of the following can be configured on inbound interactions to be used by ACD processing? (Choose two.)

- A. Languages
- B. Intent of Call
- C. Skills
- D. Agent Availability

Correct Answer: AC

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

QUESTION 10

The deviation from the forecast versus the real time can be monitored in the best way through

- A. Real time adherence
- B. Historical adherence
- C. Intraday monitoring
- D. View Agent schedule

Correct Answer: A

Reference:

<https://genbin.genesys.com/old/resources/brochures/genesys-workforce-management- brochure.pdf>

QUESTION 11

What process helps you to standardize call evaluations of contact center agents by comparing multiple reviews of the same call or interaction?

- A. Scoring
- B. Monitoring
- C. Calibration
- D. Evaluation

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/calibration-overview/>

QUESTION 12

Which definition matches the After Call Work option Mandatory, Time-boxed?

- A. The agent may or may not complete after call work. The system will set them to Available after an interaction completes. They are responsible for setting their availability appropriately if performing After Call Work.
- B. 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. The agent may set themselves to Available if they complete their After Call Work early.
- C. 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. The agent may not set themselves to Available if they complete their After Call Work early.
- D. 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.

Correct Answer: B

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