

Genesys.GCP-GC-ADM.v2022-09-08.q21

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NEW QUESTION: 1

Several people have complained that they try to join a group chat and they can't find the group in a search. What is the most likely reason?

- A. The group is set to members only and they are not members of the group
- B. The group is in the wrong Organization
- C. Group chat is only available to administrators
- D. The group is set to public

Answer: B (LEAVE A REPLY)

NEW QUESTION: 2

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

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

Answer: B,C,D (LEAVE A REPLY)

NEW QUESTION: 3

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

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 4

Select the types of scheduling available in Genesys Cloud. (Choose two.)

- A. All of the above
- B. Load based Scheduling
- C. Manual Scheduling
- D. Automated Scheduling

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 5

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

Answer: A (LEAVE A REPLY)

Reference:

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

NEW QUESTION: 6

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 7

Your contact center wants to track the outcome of calls and chats. What can be configured within Genesys Cloud to provide this functionality?

- A. Account Codes
- B. Wrap-up Codes
- C. Resolution Codes
- D. Status

Answer: B ([LEAVE A REPLY](#))

Reference:

<https://help.mypurecloud.com/articles/specify-wrap-codes/>

NEW QUESTION: 8

Where are Genesys Cloud call recordings stored?

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

Answer: ([SHOW ANSWER](#))

Reference:

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

NEW QUESTION: 9

Which definition matches the After Call Work option Optional?

- 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. The agent may set themselves to Available if they complete their After Call Work early.
- B. 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.
- 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.

Answer: D ([LEAVE A REPLY](#))

Reference:

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

NEW QUESTION: 10

What would you select from the Admin>Outbound Dialing menu to create a new campaign?

- A. Scripts
- B. Schedules
- C. Campaign Dashboard

D. Campaign Management

Answer: D ([LEAVE A REPLY](#))

Reference:

<https://help.mypurecloud.com/articles/create-predictive-dialing-campaign/>

NEW QUESTION: 11

Which of the following media types can be selected when creating a report? (Choose three.)

A. Voice

B. Email

C. Voicemail

D. Chat

Answer: A,B,D ([LEAVE A REPLY](#))

Reference:

https://docs.genesys.com/Documentation/PSAAS/latest/RPRT/Table-MEDIA_TYPE

NEW QUESTION: 12

Select all the roles that are automatically assigned by default to the user who sets up the organization. (Choose two.)

A. Employee

B. Master Admin

C. Genesys Cloud User

D. Admin

E. Telephony Admin

Answer: A,D ([LEAVE A REPLY](#))

Reference:

<https://help.mypurecloud.com/articles/about-roles-permissions/>

NEW QUESTION: 13

Call Recording is enabled in .

A. Admin > Contact Center

B. Admin > Quality

C. Admin > Telephony

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

A system that routes interactions based on an algorithm which determines the best available agent for an interaction

A. Scheduling

B. Call Routing

C. Automatic Call Distribution

D. Architect

Answer: C (LEAVE A REPLY)

NEW QUESTION: 15

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

Answer: A (LEAVE A REPLY)

Section: (none)

Explanation

NEW QUESTION: 16

ABC Corporation plans to purchase the Genesys Cloud Contact Center solution from Genesys to meet their requirement for unlimited multi-channel interaction routing. Which would be the right license level for them to purchase?

- A. Communicate
- B. Collaborate
- C. Genesys Cloud 3
- D. Genesys Cloud 2
- E. Genesys Cloud 1

Answer: C (LEAVE A REPLY)

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NEW QUESTION: 17

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

A. 3, 4, 5, 2, 1

B. 3, 5, 1, 2, 4

C. 3, 5, 4, 2, 1

D. 3, 5, 1, 4, 2

Answer: (SHOW ANSWER)

NEW QUESTION: 18

What is a critical

A. Critical Questions are Questions that the agent must answer.

B. If answered "No", critical Questions will result in an evaluation score of zero for the interaction.

C. 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.

D. Critical Questions are multiple choice Questions that have a higher weight than non-critical Questions.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 19

The Bullseye routing method relaxes the required skills as the selection pool expands from one ring to the next. How many rings maximum may be defined for Bullseye routing?

A. 6

B. 8

C. 4

D. 2

Answer: C (LEAVE A REPLY)

NEW QUESTION: 20

Which definition matches the After Call Work option Mandatory, Time-boxed no early exit?

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 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. The agent may not set themselves to Available if they complete their After Call Work early.

Answer: D (LEAVE A REPLY)

Reference:

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

NEW QUESTION: 21

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

A. Menu

B. Data

C. User

D. System

Answer: C,D (LEAVE A REPLY)

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