Which of the following entities is used to ensure that people within your organization have the rights and permissions that they need within Genesys Cloud CX?

- A. Workgroups
- B. Rooms
- C. Groups
- D. Roles

Suggested Answer: *D*

Community vote distribution

D (100%)

 AshourF16 8 months, 3 weeks ago

Selected Answer: D

Correct answer is d

upvoted 1 times

 mmilas 11 months, 4 weeks ago

Selected Answer: D

Correct answer is D. Roles.

upvoted 1 times

 NishiBB 1 year ago

Selected Answer: D

D is correct

upvoted 1 times

 SGV94 1 year ago

D is ok

upvoted 1 times

 AbhayMisra 1 year, 1 month ago

Selected Answer: D

Role is right answer

upvoted 1 times

 akumaranil 1 year, 2 months ago

Role is the right answer here. In Genesys CX, role provides the set of permissions required to user to perform their job.

upvoted 1 times

Genesys Cloud CX supports embedded clients for Salesforce and Zendesk.

A. True

B. False

Suggested Answer: *A*

Community vote distribution

A (100%)

---

 kazumon000 5 months ago

Selected Answer: A

Correct answer is A.

upvoted 1 times

 AshourF16 8 months, 3 weeks ago

Selected Answer: A

Correct answer is true

upvoted 1 times

---

 mmilas 11 months, 4 weeks ago

Selected Answer: A

Correct answer is A. True.

upvoted 1 times

---

 akumaranil 1 year, 2 months ago

The Answer is A Salesforce and Zendesk connectors are pre-build by Genesys

upvoted 3 times

Question #3 — Topic 1

Which of the following are AND Evaluation Methods? (Choose three.)

A. All skills matching

B. Best available skills

C. Bullseye matching

D. Disregard skills

E. Agent availability

Suggested Answer: *ABD*

Community vote distribution

ABD (100%)

 AshourF16 8 months, 3 weeks ago

Selected Answer: ABD

Correct answer is A,B<D

upvoted 1 times

---

 mmilas 11 months, 4 weeks ago

Correct answers are A, B and D.

upvoted 1 times

 Steven333 1 year ago

ABD

All Skills, Best Available Agent, Disregard Skills is the correct answer for Evaluation Methods. Others are related to Routing Methods

upvoted 1 times

 AbhayMisra 1 year, 1 month ago

Selected Answer: ABD

All Skills, Best Available Agent, Disregard Skills is the correct answer for Evaluation Methods. Others are related to Routing Methods.

upvoted 1 times

---

 jolo202422 1 year, 2 months ago

Selected Answer: ABD

Popular vote

upvoted 1 times

---

 akumaranil 1 year, 2 months ago

ABD is correct. Bullseys is routing method.

upvoted 1 times

---

 melon157 1 year, 3 months ago

Selected Answer: ABD

ABD is correct answer

upvoted 1 times

 NuBa7 1 year, 3 months ago

Selected Answer: ABD

Types of evaluation methods are ALL SKILLS MATCHING, BEST AVAILABLE SKILLS and DISREGARD SKILLS, NEXT AGENT

upvoted 2 times

---

 sebaqc 1 year, 4 months ago

Selected Answer: ABD

A, B y D

upvoted 1 times

---

 liosdx 1 year, 5 months ago

Selected Answer: ABD

A, B & D

upvoted 1 times

□ 👤 **Shekhar_1992** 1 year, 7 months ago

A, B & D - 100% Correct

upvoted 1 times

□ 👤 **Arpit87** 1 year, 11 months ago

A,B & D are the correct Options

upvoted 2 times

□ 👤 **BP_123** 1 year, 11 months ago

A,B and D are correct answers

upvoted 1 times

□ 👤 **Xantoxin** 2 years ago

A, B, and D are the right options. The bullseye method is a routing method not evaluating method.

https://www.examtopics.com/exams/genesys/gcp-gcx/view/#

upvoted 4 times

What is the distinguishing feature between queues and groups?

A. Queues can have agents as members, while groups cannot.

B. Both queues and groups have the same ACD capabilities.

C. Unlike groups, queues allow for more complex scenarios like skill-based routing.

D. Queues can be used in Architect flows, while groups cannot.

Suggested Answer: *C*

Community vote distribution

C (100%)

AshourF16 8 months, 3 weeks ago

Selected Answer: C

Correct answer is c

upvoted 1 times

rmelnik 1 year ago

Selected Answer: C

Answer C is correct.

It is from 4.4 Administration course

Create a queue of agents with specific skills, and configure routing and evaluation methods. Though ACD routing is a complex way to handle interactions, it allows you to optimize routing.

upvoted 1 times

rmelnik 1 year ago

Answer C is correct.

It is from 4.4 Administration course

Create a queue of agents with specific skills, and configure routing and evaluation methods. Though ACD routing is a complex way to handle interactions, it allows you to optimize routing.

upvoted 1 times

akumaranil 1 year, 9 months ago

Group is normal group of users and simple call routing group on Telephony platform. However, Queue is group of agents and delivers the call with ACD base algorithm for example Skill Bases, longest Idle agent will get the first call.

upvoted 4 times

Select the categories of ACD skills that can be added to a user or an interaction. (Choose two.)

    A. Language

    B. Roles

    C. Skills

    D. Queue

Suggested Answer: *AC*

Community vote distribution

AC (100%)

 👤 **gregbeal** 8 months, 3 weeks ago

Selected Answer: AC

Languages and Skills

upvoted 1 times

 👤 **AshourF16** 8 months, 3 weeks ago

Selected Answer: AC

Correct answer is A,c

upvoted 1 times

 👤 **rmelnik** 1 year ago

Selected Answer: AC

Genesys Cloud CX ACD evaluates incoming interactions based on the inputs from the customer, such as language preference and skills required.

upvoted 1 times

 👤 **SGV94** 1 year, 6 months ago

A and C

upvoted 1 times

 👤 **akumaranil** 1 year, 9 months ago

A and C

upvoted 1 times

 👤 **NuBa7** 1 year, 9 months ago

Selected Answer: AC

There are two categories of ACD skills to configure: Skills and Languages

upvoted 1 times

Which feature enables a voice interaction to interrupt an email interaction?

    A. Utilization

    B. ACD Skills

    C. Emergency Routing

    D. Scripts

Suggested Answer: *A*

Community vote distribution

A (100%)

---

gregbeal 8 months, 3 weeks ago

Selected Answer: A

A. Utilization settings

upvoted 1 times

AshourF16 8 months, 3 weeks ago

Selected Answer: A

Correct answer is A

upvoted 1 times

rmelnik 1 year ago

Selected Answer: A

Agent utilization indicates the maximum number of concurrent interactions that Genesys Cloud CX ACD can assign to an agent. Interactions include voice (calls), chats, emails, messages, callbacks, and social expressions.

upvoted 1 times

Bullseye routing method relaxes the required skills as the selection pool expands from one ring to the next.

What is the maximum number of rings that can be defined for Bullseye routing?

A. 8

B. 6

C. 4

D. 2

Suggested Answer: *B*

Community vote distribution

B (100%)

□ 👤 **AshourF16** 8 months, 3 weeks ago

Selected Answer: B

Correct answer is B

upvoted 1 times

□ 👤 **rmelnik** 1 year ago

Selected Answer: B

Think of a set of concentric rings, like the rings on a target or dart board. Each ring represents a subset of agents in the queue. The inner-most ring contains agents with the most-desirable skills, and the next ring has agents with most of the desired skills, and so on, up to six rings.

upvoted 1 times

□ 👤 **akumaranil** 1 year, 9 months ago

max 6 rings for Bullseye routing. B is correct answer.

upvoted 1 times

The license used by a user is determined by the permissions enabled in the roles assigned to that user.

A. True

B. False

Suggested Answer: *A*

Community vote distribution

A (100%)

 gregbeal 8 months, 3 weeks ago

Selected Answer: A

A. True.

upvoted 1 times

 AshourF16 8 months, 3 weeks ago

Selected Answer: A

Correct answer is a

upvoted 1 times

 mmilas 11 months, 3 weeks ago

A. True

The license that each role uses corresponds to the most expensive permission assigned to the role. The license represents the cost associated with assigning the role.

upvoted 1 times

 akumaranil 1 year, 2 months ago

True is the answer

upvoted 4 times

 malek83 1 year, 5 months ago

A. True.

upvoted 4 times

Which role is automatically assigned to a new user?

>   A. User

>   B. Communicate - User

>   C. admin

>   D. employee

Suggested Answer: *D*

Community vote distribution

D (100%)

☐ 👤 **Senkise** `Highly Voted 👍` 2 years, 1 month ago

`Selected Answer: D`

It's the employee role, that's basic.

https://help.mypurecloud.com/articles/new-users-home/

upvoted 8 times

☐ 👤 **Jamesha** `Highly Voted 👍` 2 years, 1 month ago

Employee is the correct answer

upvoted 5 times

☐ 👤 **gregbeal** `Most Recent ⊘` 8 months, 3 weeks ago

`Selected Answer: D`

D. employee

upvoted 1 times

☐ 👤 **Vitar** 10 months, 3 weeks ago

Question is tricky, it does not specify the circumstances the roles is assigned, it is general and vague. Per documentation the two roles assigned automatically: Employee to any new user created and the Admin role assigned to the user creating the Org and to the additional users added as Admin during the Org creation.

upvoted 1 times

☐ 👤 **SGV94** 1 year ago

employee

upvoted 1 times

☐ 👤 **AbhayMisra** 1 year, 1 month ago

`Selected Answer: D`

Employee Role is by default to any new user

upvoted 1 times

☐ 👤 **NuBa7** 1 year, 3 months ago

`Selected Answer: D`

Two roles, the Employee and Admin roles, are the only roles that are assigned automatically.

upvoted 2 times

☐ 👤 **LouisNguyen** 1 year, 4 months ago

`Selected Answer: D`

The Employee role in Genesys Cloud has the lowest level of permissions and is automatically assigned to all users when they are added to an organization. This role cannot be removed from an organization. To grant additional permissions, an administrator must assign additional roles to the user.

upvoted 4 times

☐ 👤 **sebaqc** 1 year, 4 months ago

`Selected Answer: D`

employee

upvoted 2 times

□ 👤 **KlintDwood** 1 year, 4 months ago

Selected Answer: D

For sure Employee

　upvoted 2 times

□ 👤 **orazio67** 1 year, 5 months ago

Selected Answer: D

No user is wrong

　upvoted 1 times

□ 👤 **Bobby_Brown** 1 year, 6 months ago

employee

　upvoted 3 times

□ 👤 **mi_nik** 1 year, 7 months ago

Selected Answer: D

Employee

　upvoted 2 times

□ 👤 **Bleras** 1 year, 8 months ago

Selected Answer: D

Its Employee

　upvoted 2 times

□ 👤 **Rakesh4888** 1 year, 9 months ago

Its Employee

　upvoted 2 times

□ 👤 **Xantoxin** 2 years ago

Employee is the correct answer.

　upvoted 4 times

Question #10 — Topic 1

Select the features available in Genesys Cloud CX Architect. (Choose three.)

- A. Play pre-recorded messages
- B. Convert text to speech
- C. Configure queues
- D. Create skills
- E. Receive and route calls

> **Suggested Answer:** *ABE*
>
> *Community vote distribution*
>
> ABE (100%)

Xantoxin `Highly Voted 👍` 2 years, 6 months ago

A, B, and E are the correct answer.

upvoted 10 times

VITO711 `Highly Voted 👍` 2 years, 6 months ago

A-B-E are the correct responses

upvoted 7 times

---

gregbeal `Most Recent ⏱` 8 months, 3 weeks ago

`Selected Answer: ABE`

not configure queues or skills

upvoted 1 times

---

northursalia 1 year, 1 month ago

`Selected Answer: ABE`

A, B, E are correct

upvoted 1 times

KlintDwood 1 year, 2 months ago

A, B, E

upvoted 1 times

SGV94 1 year, 6 months ago

A, B and E are corrects

upvoted 3 times

AbhayMisra 1 year, 7 months ago

`Selected Answer: ABE`

A,B,E is correct answer, YOu can't configure Queues in Architect.

upvoted 2 times

NuBa7 1 year, 9 months ago

`Selected Answer: ABE`

Main Features of Genesys Cloud Architect are to play prerecorded messages,

receive inbound calls, and route inbound calls to queues, dynamically convert text to speech and to transfer calls to an agent, operator, or queue.

upvoted 3 times

---

sebaqc 1 year, 10 months ago

`Selected Answer: ABE`

A, B, E

upvoted 2 times

LouisNguyen 1 year, 10 months ago

Architect to complete the following actions:

Play prerecorded messages, receive inbound calls, and route inbound calls to queues.

Look up information in a database, pass control to a submenu, or perform dozens of call control operations.

Transfer calls to an agent, operator, or queue.

Dynamically convert text to speech.

Offer a submenu.

Search an employee directory, and more.

upvoted 1 times

orazio67 1 year, 11 months ago

Selected Answer: ABE

are the correc answer

upvoted 2 times

Bobby_Brown 2 years ago

AB AND E

upvoted 3 times

Bleras 2 years, 2 months ago

Selected Answer: ABE

A, B, and E are the correct answer

upvoted 4 times

RanjeetSVirdi 2 years, 2 months ago

Selected Answer: ABE

THESE R CORRECT ONE

upvoted 2 times

Senkise 2 years, 7 months ago

Selected Answer: ABE

https://help.mypurecloud.com/articles/architect-features/

upvoted 5 times

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

    A. User

    B. Menu

    C. Data

    D. System

Suggested Answer: *AD*

Community vote distribution

AD (100%)

katyakasha `Highly Voted 👍` 2 years, 5 months ago

A,D

https://help.mypurecloud.com/articles/manage-prompts/

upvoted 6 times

gregbeal `Most Recent ⊘` 8 months, 3 weeks ago

`Selected Answer: AD`

User and System prompts

upvoted 1 times

cHICKIE17 11 months ago

`Selected Answer: AD`

From the Architect home page, click or hover over the Prompts menu and select System or User.

upvoted 1 times

rmelnik 1 year ago

`Selected Answer: AD`

A and D is correct. It is related to 5.5 Administration course

upvoted 1 times

Senkise 2 years, 5 months ago

Correct. The System is the pre-recorded voice prompts, the user is what you can upload or just record on the go.

upvoted 4 times

Which of the following statements about scripts is true?

A. Scripts can be used for inbound interactions only.

B. Scripts are only used to configure flows when setting up Architect.

C. Scripts can be used in all types of interactions.

D. Scripts may be used for outbound dialing campaigns only.

Suggested Answer: *C*

Community vote distribution

C (100%)

Senkise `Highly Voted 👍` 1 year, 11 months ago

Correct, both in-, and outbound campaigns can use scripts.

upvoted 8 times

gregbeal `Most Recent ⊘` 8 months, 3 weeks ago

`Selected Answer: C`

C. all situations

upvoted 1 times

AbhayMisra 1 year, 1 month ago

`Selected Answer: C`

C is correct answer

upvoted 1 times

akumaranil 1 year, 2 months ago

C is the correct answer.

upvoted 2 times

Which of the following components can be added to scripts? (Choose four.)

    A. Visual Basic Control

    B. Text

    C. Call Flow

    D. Checkbox

    E. Web Page

    F. Image

Suggested Answer: *BDEF*

Community vote distribution

BDEF (100%)

👤 **Xantoxin** `Highly Voted 👍` 2 years ago

BDEF are the correct answers.

upvoted 13 times

👤 **gregbeal** `Most Recent ⊘` 8 months, 3 weeks ago

`Selected Answer: BDEF`

BDEF are the correct answers.

upvoted 1 times

👤 **AbhayMisra** 1 year, 1 month ago

`Selected Answer: BDEF`

BDEF is correct Answer

upvoted 1 times

👤 **NuBa7** 1 year, 3 months ago

`Selected Answer: BDEF`

https://help.mypurecloud.com/articles/script-components/

upvoted 3 times

👤 **sebaqc** 1 year, 4 months ago

`Selected Answer: BDEF`

B, D, E, F

upvoted 2 times

👤 **orazio67** 1 year, 5 months ago

`Selected Answer: BDEF`

BDEF are the correct answers.

upvoted 2 times

👤 **Bobby_Brown** 1 year, 6 months ago

BDEF are correct

upvoted 2 times

👤 **Bleras** 1 year, 8 months ago

`Selected Answer: BDEF`

https://help.mypurecloud.com/articles/script-components/

upvoted 2 times

👤 **VITO711** 2 years ago

Text Checkbox Web Page and Image

https://help.mypurecloud.com/articles/script-components/

upvoted 4 times

👤 **madserver** 2 years ago

BCDF y the correct response

Senkise 1 year, 11 months ago

Call Flows are made in Architect. The correct answer is BDEF.

Senkise 1 year, 11 months ago

Call Flows are made in Architect. The correct answer is BDEF.

Which of the following Genesys Cloud CX features helps ensure that enough agents are in the right place at the right time?

    A. Routing

    B. Queue Management

    C. Workforce Management

    D. Reporting and Analytics

Suggested Answer: *C*

Community vote distribution

C (100%)

👤 **Has22** 8 months, 2 weeks ago

Selected Answer: C

WFM workforce management

upvoted 1 times

👤 **gregbeal** 8 months, 3 weeks ago

Selected Answer: C

Option C (Workforce Management)

upvoted 1 times

Which of the following is not a Quality Management feature?

> A. Evaluation Forms
>
> B. Policies
>
> C. Scheduling
>
> D. Interaction Recording

Suggested Answer: *C*

Community vote distribution

C (100%)

☐ 👤 **Ferrari23** `Highly Voted 👍` 1 year, 4 months ago

`Selected Answer: C`

C Scheduling is NOT part of Quality Mgmt

upvoted 8 times

☐ 👤 **camich** `Highly Voted 👍` 1 year, 6 months ago

It is Scheduling

upvoted 7 times

☐ 👤 **AshourF16** `Most Recent ☉` 8 months, 3 weeks ago

`Selected Answer: C`

Correct answer is C

https://help.mypurecloud.com/faqs/what-is-quality-management/

upvoted 1 times

☐ 👤 **LouisNguyen** 10 months ago

is the correct in this case (D) answer from Genesys ? Admin, pls verify ? Thanks !

upvoted 1 times

☐ 👤 **sebaqc** 10 months ago

`Selected Answer: C`

C is the answer

upvoted 2 times

☐ 👤 **LouisNguyen** 10 months, 1 week ago

`Selected Answer: C`

Quality management includes interaction recording, real-time monitoring, search tools to locate recorded interactions, interaction evaluation and reporting, and calibration features

upvoted 3 times

☐ 👤 **KlintDwood** 10 months, 2 weeks ago

`Selected Answer: C`

Scheduling is part of WFM not QM

upvoted 3 times

☐ 👤 **orazio67** 11 months, 1 week ago

`Selected Answer: C`

C Scheduling is NOT part of Quality Mgmt

upvoted 2 times

☐ 👤 **Bobby_Brown** 1 year ago

C is not part of QM , Coaching yes.

upvoted 1 times

☐ 👤 **Bleras** 1 year, 2 months ago

`Selected Answer: C`

https://help.mypurecloud.com/faqs/what-is-quality-management/

upvoted 3 times

⊟ 👤 **Kichimanx** 1 year, 2 months ago

C Scheduling is NOT part of Quality Mgmt

upvoted 3 times

⊟ 👤 **Reneav** 1 year, 3 months ago

C Scheduling is NOT part of Quality Mgmt

upvoted 4 times

⊟ 👤 **Fandangl3** 1 year, 5 months ago

It is C https://help.mypurecloud.com/faqs/what-is-quality-management/

upvoted 5 times

Where are Genesys Cloud CX call recordings stored by default?

A. Edges

B. Cloud

C. Web Service

D. AWS Cloud

Suggested Answer: *D*

Community vote distribution

D (100%)

☐ 👤 **Senkise** `Highly Voted 👍` 1 year, 11 months ago

`Selected Answer: D`

in the AWS Cloud by default. Your max data is based on the license level.

upvoted 6 times

☐ 👤 **AbhayMisra** `Most Recent ⊘` 1 year, 1 month ago

`Selected Answer: D`

AWS Cloud

upvoted 1 times

☐ 👤 **sebaqc** 1 year, 4 months ago

`Selected Answer: D`

Cloud is right, but more specifically AWS Cloud, so D

upvoted 2 times

☐ 👤 **orazio67** 1 year, 5 months ago

`Selected Answer: D`

in the AWS Cloud by default.

upvoted 1 times

☐ 👤 **Bobby_Brown** 1 year, 6 months ago

Amazon S3 by default

upvoted 1 times

☐ 👤 **Bleras** 1 year, 8 months ago

`Selected Answer: D`

in the AWS Cloud by default. Your max data is based on the license level.

upvoted 1 times

☐ 👤 **Kichimanx** 1 year, 9 months ago

`Selected Answer: D`

AWS cloud is the correct Answer

upvoted 2 times

☐ 👤 **Xantoxin** 2 years ago

D is the right answer.

upvoted 4 times

Which of the following statements defines a critical question in an Evaluation Form?

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 weightage than non-critical questions.

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

Suggested Answer: *A*

Community vote distribution

A (91%)	9%

Xantoxin `Highly Voted 👍` 2 years ago

A is the right answer. Critical Questions and Fatal questions are different.

upvoted 7 times

camich `Highly Voted 👍` 2 years ago

It is A, D is for FATAL questions

upvoted 6 times

adisk8er `Most Recent ⊘` 1 year, 3 months ago

`Selected Answer: A`

A for Critical, D for Fatal

upvoted 2 times

sebaqc 1 year, 4 months ago

`Selected Answer: D`

D is for Fatal

upvoted 1 times

sebaqc 1 year, 4 months ago

but he answer is A, i missclicked the correct answer in the comment :c

upvoted 1 times

Feliroo 1 year, 5 months ago

Es la A. La D es Fatal

upvoted 1 times

Bleras 1 year, 8 months ago

`Selected Answer: A`

It is A, D is for FATAL questions

upvoted 2 times

Kichimanx 1 year, 9 months ago

`Selected Answer: A`

answer is A

upvoted 3 times

Reneav 1 year, 9 months ago

`Selected Answer: A`

In Quality Management, critical question is an evaluation form question type used to prioritize questions that are critical to the success of an interaction. Using these questions, Genesys Cloud calculates a critical score, which reflects an agent's compliance with the critical questions. Critical questions must be scored "Yes" or "No."

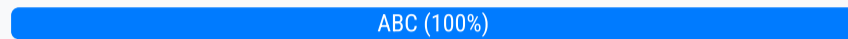upvoted 3 times

Which functionalities are available in Genesys Cloud CX WFM? (Choose three.)

A. Short-Term Forecasts

B. Schedules

C. Long-Term Forecasts

D. Forecast simulator

Suggested Answer: *ABC*

Community vote distribution

ABC (100%)

rmelnik 1 year ago

Selected Answer: ABC

A workforce management strategy typically includes scheduling, forecasting, skills management, timekeeping and attendance, intraday management, and employee empowerment.

upvoted 1 times

Bleras 2 years, 2 months ago

Selected Answer: ABC

https://help.mypurecloud.com/articles/work-with-the-forecast-editor/

upvoted 3 times

Question #19

Which of the following types of interactions can be configured for Recording Policies?

- A. Call
- B. Chat
- C. Email
- D. Message
- E. All of the above

Suggested Answer: *E*

Community vote distribution

E (71%)	A (29%)

---

  suhas5 1 year, 2 months ago

E is the correct answer.

upvoted 1 times

  LouisNguyen 1 year, 10 months ago

Recording is not only for voice, it includes screen recording too

upvoted 1 times

---

  sebaqc 1 year, 10 months ago

Selected Answer: E

All of the above

upvoted 2 times

  Bobby_Brown 2 years ago

E is it

upvoted 1 times

  Bleras 2 years, 2 months ago

Selected Answer: E

https://help.mypurecloud.com/articles/create-recording-policy/

upvoted 3 times

  OLHABOR 2 years, 3 months ago

E, All the above - 10000%

upvoted 2 times

  Reneav 2 years, 3 months ago

All the above

upvoted 2 times

  Tool912 2 years, 4 months ago

On this page (https://help.mypurecloud.com/articles/create-recording-policy/), it looks like all media type are available for recording. Check Step 6 in creating policy.

upvoted 4 times

  Ferrari23 2 years, 4 months ago

Selected Answer: A

A. It appears that only CALLS are configured under Recording Policies

https://help.mypurecloud.com/articles/create-recording-policy/

upvoted 2 times

  Jamesha 2 years, 7 months ago

Call Recording on a Trunk - Genesys Cloud allows you to record both calls and ACD calls. Use policies to decide which ACD calls to record and how long to retain the recordings. As a user, choose to record your calls and listen to them whenever you need.

upvoted 4 times

Which user role is required to perform the deployment and installation of the Genesys Cloud CX organization?

A. Supervisor

B. admin

C. employee

D. User

Suggested Answer: *B*

Community vote distribution

B (100%)

⊟ 👤 **cHICKIE17** 11 months ago

Selected Answer: B

The Admin role has permissions to make any changes to a Genesys Cloud organization. This role is automatically assigned to whoever sets up the organization. This person is responsible for inviting others to a Genesys Cloud organization and for assigning roles to invitees.

upvoted 1 times

⊟ 👤 **Bleras** 2 years, 2 months ago

Selected Answer: B

Admin its the first user.

upvoted 1 times

Files uploaded to the workspace can be shared with non-members of the Genesys Cloud CX organization.

A. True

B. False

Suggested Answer: *A*

Community vote distribution

A (100%)

⊟ 👤 **Xantoxin** Highly Voted 👍 1 year, 6 months ago

Selected Answer: A

Correct

upvoted 5 times

⊟ 👤 **Senkise** Highly Voted 👍 1 year, 7 months ago

Selected Answer: A

You can share via link to anyone.

upvoted 5 times

⊟ 👤 **mi_nik** Most Recent ⊘ 1 year, 1 month ago

Selected Answer: A

You can share files with anyone, including Genesys Cloud groups and people who are not Genesys Cloud users.

upvoted 2 times

⊟ 👤 **Bleras** 1 year, 2 months ago

Selected Answer: A

Correct A

upvoted 1 times

Which of the following add-on options are provided in Genesys Cloud CX? (Choose three.)

    A. AI

    B. VR

    C. Digital

    D. Human Capital Management

    E. Workforce Engagement

Suggested Answer: *ACE*

Community vote distribution

ACE (100%)

👤 **AL2023** `Highly Voted 👍` 1 year, 5 months ago

Exact , ACE is answer

upvoted 7 times

👤 **Xantoxin** `Highly Voted 👍` 1 year, 6 months ago

ACE are the correct options. https://www.genesys.com/pricing

upvoted 7 times

👤 **NuBa7** `Most Recent ⊘` 9 months, 3 weeks ago

`Selected Answer: ACE`

https://help.mypurecloud.com/articles/genesys-cloud-add-ons/

The following add-ons are mentioned:

Genesys Cloud CX digital add-on

Genesys Cloud CX WEM add-on

Genesys Cloud CX AI Experience

Therefore the right answer should be ACE

upvoted 5 times

👤 **LouisNguyen** 10 months, 1 week ago

`Selected Answer: ACE`

ACE is the correct answer

upvoted 2 times

👤 **Bleras** 1 year, 2 months ago

`Selected Answer: ACE`

https://www.genesys.com/capabilities

upvoted 2 times

👤 **Abdullah_Qaid** 1 year, 3 months ago

`Selected Answer: ACE`

That's the correct answer

upvoted 3 times

👤 **Senkise** 1 year, 5 months ago

`Selected Answer: ACE`

AI, WFM of course and Digital.

upvoted 5 times

    👤 **Senkise** 1 year, 5 months ago

    Digital is called Voice now.

    upvoted 3 times

👤 **Xantoxin** 1 year, 6 months ago

`Selected Answer: ACE`

https://www.genesys.com/pricing

Profiles can contain various types of information about people in the organization.

Why it is essential to have employees complete their profile information?

    A. Searches performed in the Genesys Cloud CX suite use information in the profile to return appropriate results.

    B. The education information can be verified against the human resources database.

    C. The profile information can be used to keep Linkedin details updated.

    D. When employees have free time, they can review biographies of their peers.

Suggested Answer: *A*

Community vote distribution

A (100%)

👤 **547993a** 10 months, 1 week ago

Selected Answer: A

A is the correct answer

upvoted 1 times

Question #24
Topic 1

Which feature requires at least one single sign-on (SSO) integration to be configured before allowing a user to login to Genesys Cloud CX?

    A. Disable Location Detection

    B. Password Expiration

    C. Disable Genesys Cloud CX Login

    D. Open Admission

Suggested Answer: *C*

Community vote distribution

C (100%)

---

katyakasha `Highly Voted 👍` 1 year, 11 months ago

C https://help.mypurecloud.com/articles/use-sso-instead-of-genesys-cloud-login-credentials/

upvoted 11 times

BP_123 `Highly Voted 👍` 1 year, 11 months ago

C is correct

upvoted 5 times

AbhayMisra `Most Recent ⊘` 1 year, 1 month ago

`Selected Answer: C`

C is correct answer

upvoted 1 times

NuBa7 1 year, 3 months ago

`Selected Answer: C`

https://help.mypurecloud.com/articles/use-sso-instead-of-genesys-cloud-login-credentials/

upvoted 2 times

sebaqc 1 year, 4 months ago

`Selected Answer: C`

C is the correct answer

upvoted 1 times

Feliroo 1 year, 5 months ago

La C es la correcta

upvoted 1 times

orazio67 1 year, 5 months ago

`Selected Answer: C`

C is correct

upvoted 1 times

Bleras 1 year, 8 months ago

`Selected Answer: C`

https://help.mypurecloud.com/articles/use-sso-instead-of-genesys-cloud-login-credentials/

upvoted 1 times

Kichimanx 1 year, 9 months ago

`Selected Answer: C`

correct answer is C

upvoted 2 times

Reneav 1 year, 9 months ago

C is the correct answer

upvoted 2 times

MonoCusi 1 year, 12 months ago

c , When disable si ON You Will use the SSO

Topic 1

You have just added 53 employees to Genesys Cloud CX, and one of them, John Camper, has emailed to inform you that he did not receive the invitation email.

Which of the following options is the best way to move forward if you want John to be able to use the features and functions of Genesys Cloud CX?

A. Resend the invite.

B. Add John to Genesys Cloud CX again so that a new invitation will be generated.

C. Submit a ticket to Genesys Cloud CX support.

D. Tell John to be patient and wait for the email to arrive.

Suggested Answer: *A*

☐ 👤 **eschber1** `Highly Voted 👍` 11 months, 1 week ago

I would verify that the email is correct in the users contact information. Admin > People > (select name) > Personal Details > Contact Information

upvoted 6 times

Amelia is changing departments within the organization and has a new manager. Currently, Genesys Cloud CX is not synchronized with the HR systems.

What steps should you take to update her reporting structure in Genesys Cloud CX?

A. Do nothing. Genesys Cloud CX will update everything automatically.

B. Update her manager in her profile. Genesys Cloud CX will automatically update her place in the hierarchy.

C. Update her peers. Genesys Cloud CX will then update her manager automatically.

D. Update her manager and her peers in her profile.

Suggested Answer: *B*

Community vote distribution

B (100%)

☐ 👤 **Fandangl3** `Highly Voted 👍` 1 year, 5 months ago

The answer is B, if you update the manager Peers will update automatically.

upvoted 9 times

☐ 👤 **BP_123** `Highly Voted 👍` 1 year, 5 months ago

B is correct

upvoted 7 times

☐ 👤 **sebaqc** `Most Recent ⊘` 10 months ago

`Selected Answer: B`

B is the one

upvoted 2 times

☐ 👤 **Bleras** 1 year, 2 months ago

`Selected Answer: B`

B is correct

upvoted 3 times

Which setting allows you create a place for each group in your organization to upload, organize, and share documents and files?

A. Workspaces

B. People

C. Queues

D. Groups

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

If you have not configured an email address to report issues to, Genesys Cloud CX:

    A. Automatically creates an email address and routes all such emails to this address.

    B. Does not route the emails to any email address.

    C. Sends the emails to anyone who has the admin role assigned in your organization.

    D. Collects such emails and stores it until an email address to report issues is configured.

Suggested Answer: *C*

Community vote distribution

C (100%)

RARA1 `Highly Voted 👍` 1 year, 5 months ago

C - https://help.mypurecloud.com/articles/add-a-destination-for-issue-submissions/

upvoted 12 times

BP_123 `Highly Voted 👍` 1 year, 5 months ago

C is correct

upvoted 8 times

sebaqc `Most Recent ⊘` 10 months ago

`Selected Answer: C`

C is the correct answer

upvoted 2 times

LouisNguyen 10 months, 1 week ago

`Selected Answer: C`

If you do not supply an email address for the issue distribution list, Genesys Cloud sends the email to anyone in your organization who has the Admin role assigned through People and Permissions.

You can specify only one email address. Therefore, we recommend that you create an issue distribution list that includes designated contacts and Level 1 and Level 2 support personnel if an issue escalates.

upvoted 2 times

KlintDwood 10 months, 2 weeks ago

`Selected Answer: C`

If you do not supply an email address for the issue distribution list, Genesys Cloud sends the email to anyone in your organization who has the Admin role assigned through People and Permissions.

upvoted 2 times

Feliroo 11 months ago

La C es correcta

upvoted 1 times

Bleras 1 year, 2 months ago

`Selected Answer: C`

https://help.mypurecloud.com/articles/add-a-destination-for-issue-submissions/

upvoted 2 times

Ferrari23 1 year, 4 months ago

`Selected Answer: C`

The system will automatically send every alert to every admin.

upvoted 4 times

Xantoxin 1 year, 6 months ago

`Selected Answer: C`

It sends to all admins.

upvoted 5 times

Jamesha 1 year, 7 months ago

C is the correct answer

upvoted 4 times

☐ 👤 **Senkise** 1 year, 7 months ago

Selected Answer: C

The system will automatically send every alert to everyone with admin role.

upvoted 5 times

To assign extensions to users, you must first _____.

      A. Create a pool of extensions.

      B. Buy the extension number from the carrier.

      C. Add the extension to the dial plan.

      D. Assign the extension to the user's phone.

Suggested Answer: *A*

Community vote distribution

A (100%)

👤 **Xantoxin** `Highly Voted 👍` 1 year, 6 months ago

`Selected Answer: A`

A is correct answer

upvoted 8 times

👤 **camich** `Highly Voted 👍` 1 year, 6 months ago

`Selected Answer: A`

THE RIGHT ANSWER IS A

upvoted 7 times

👤 **sebaqc** `Most Recent ⊘` 10 months ago

`Selected Answer: A`

A is correct

upvoted 2 times

👤 **Bleras** 1 year, 2 months ago

`Selected Answer: A`

A https://help.mypurecloud.com/articles/extension-pools/

upvoted 2 times

👤 **dinshaw** 1 year, 5 months ago

`Selected Answer: A`

A is correct

upvoted 5 times

👤 **katyakasha** 1 year, 5 months ago

A https://help.mypurecloud.com/articles/extension-pools/

upvoted 5 times

👤 **BP_123** 1 year, 5 months ago

A is correct

upvoted 4 times

Which of the following statements are true regarding the Genesys Cloud CX Edge appliance? (Choose three.)

A. It manages connections between your phones, SIP trunks, telephony gateways, Genesys Cloud CX, and third-party systems.

B. It provides core telephony services.

C. It provides for the integration of Active Directory, SharePoint, and other third-party data.

D. It manages the Genesys Cloud CX platform services.

E. It operates as a provisioning server, media server, SIP proxy, and SIP gateway.

Suggested Answer: *ABE*

Community vote distribution

ABE (100%)

☐ 👤 **Has22** 8 months, 2 weeks ago

Selected Answer: ABE

It does not provide SSO and does not manage the platform

upvoted 1 times

☐ 👤 **gregbeal** 8 months, 3 weeks ago

Selected Answer: ABE

ABE is the correct answer.

upvoted 1 times

☐ 👤 **akumaranil** 1 year, 2 months ago

ABE is the correct answer.

upvoted 2 times

When creating an external trunk, which of the following protocol(s) can be selected? (Choose three.)

    A. The default protocol

    B. TCP

    C. TLS

    D. SIP

    E. UDP

Suggested Answer: *BCE*

Community vote distribution

BCE (100%)

 Senkise `Highly Voted 👍` 2 years, 5 months ago

`Selected Answer: BCE`

TCP, UDP and TLS

upvoted 5 times

 Kichimanx `Highly Voted 👍` 2 years, 2 months ago

`Selected Answer: BCE`

Use this list to choose the trunk transport protocol variant.

There are three choices for the trunk transport protocol:

UDP

TCP

TLS

In most cases, you select UDP as the Protocol.

upvoted 5 times

 5e6dcff `Most Recent ⊘` 1 year, 2 months ago

`Selected Answer: BCE`

TCP, UDP and TLS

upvoted 1 times

 Bobby_Brown 2 years ago

`Selected Answer: BCE`

Only those three exist to select

upvoted 2 times

 Bleras 2 years, 2 months ago

`Selected Answer: BCE`

https://help.mypurecloud.com/articles/external-trunk-settings/

upvoted 4 times

 Bleras 2 years, 2 months ago

https://help.mypurecloud.com/articles/external-trunk-settings/

upvoted 1 times

---

 dinshaw 2 years, 5 months ago

`Selected Answer: BCE`

B, C, E

upvoted 4 times

 MonoCusi 2 years, 6 months ago

BCE, go to protocol in external trunk

upvoted 3 times

Xantoxin 2 years, 6 months ago

Selected Answer: BCE

https://help.mypurecloud.com/articles/external-trunk-settings/

upvoted 4 times

jherran 2 years, 6 months ago

B, C, E

upvoted 3 times

madserver 2 years, 6 months ago

The correct response is BCE

upvoted 3 times

Xantoxin 2 years, 6 months ago

Selected Answer: BCE

https://help.mypurecloud.com/articles/external-trunk-settings/

upvoted 4 times

jherran 2 years, 6 months ago

madserver 2 years, 6 months ago

You are preparing to deploy Genesys Cloud CX and need to order trunks.

Where can you find guidelines on PSTN carrier requirements?

A. By asking your carrier what you would need.

B. On the PSTN carrier's web site.

C. Get a default trunk line installed.

D. In the Genesys Cloud CX Resource Center.

Suggested Answer: *D*

Community vote distribution

| D (75%) | A (25%) |

👤 **Has22** 8 months, 2 weeks ago

Selected Answer: D

PSTN carrier requirements from Genesys prospective should be the Carrier requirements page

upvoted 1 times

👤 **just4free** 9 months, 3 weeks ago

Selected Answer: A

The link provided is about SIP trunk, while the question is about PSTN trunk, Should the requirements be coming from carrier?

upvoted 1 times

👤 **losadams** 1 year, 7 months ago

Selected Answer: D

D - https://help.mypurecloud.com/articles/carrier-requirements-byoc-cloud/

upvoted 2 times

👤 **jolo202422** 1 year, 8 months ago

Can someone verify this one?

upvoted 1 times

Which of the following Edge features provides client and server-side call matching?

    A. SIP gateway

    B. SIP proxy

    C. Media server

    D. Call broker

Suggested Answer: *B*

Community vote distribution

B (100%)

---

dinshaw `Highly Voted 👍` 1 year, 11 months ago

`Selected Answer: B`

https://help.mypurecloud.com/articles/functions-an-edge-provides/

upvoted 9 times

---

camich `Highly Voted 👍` 2 years ago

`Selected Answer: B`

It is the SIP proxy the one that provides client and server side call matching.

upvoted 7 times

AbhayMisra `Most Recent ⊘` 1 year, 1 month ago

`Selected Answer: B`

SIP PRoxy matches the calls

upvoted 1 times

Bleras 1 year, 8 months ago

`Selected Answer: B`

https://help.mypurecloud.com/articles/functions-an-edge-provides/

upvoted 2 times

Senkise 1 year, 11 months ago

`Selected Answer: B`

SIP PROXY COME ON!

upvoted 5 times

Xantoxin 2 years ago

`Selected Answer: B`

ITs SIP Proxy

upvoted 5 times

VITO711 2 years ago

Genesys say B

SIP proxy: Provides client and server-side call matching. A proxy interprets, and, if necessary, rewrites specific parts of a request message before forwarding it.

https://help.mypurecloud.com/articles/functions-an-edge-provides/#:~:text=SIP%20proxy%3A%20Provides%20client%20and%20server%2Dside%20call%20matching.

upvoted 6 times

What additional functionality does Communicate bring to Genesys Cloud CX?

    A. Knowledge-based features, such as FAQs and communities.

    B. Unified communications features, such as telephony, unified messaging, voice conferencing, and auto-attendant.

    C. Call center features, such as ACD and scripting.

    D. Directory capabilities, such as advanced search, profiles, and keyword searching.

Suggested Answer: *B*

Community vote distribution

B (100%)

☐ 👤 **sebaqc** 10 months ago

Selected Answer: B

B is the correct one

upvoted 2 times

☐ 👤 **orazio67** 11 months, 1 week ago

Selected Answer: B

https://help.mypurecloud.com/articles/communicate-feature-overview/

upvoted 2 times

☐ 👤 **Bleras** 1 year, 2 months ago

Selected Answer: B

https://help.mypurecloud.com/articles/communicate-feature-overview/

upvoted 2 times

☐ 👤 **dinshaw** 1 year, 5 months ago

Selected Answer: B

B is correct

upvoted 4 times

☐ 👤 **Senkise** 1 year, 5 months ago

Selected Answer: B

please correct the answer, its B!

upvoted 4 times

☐ 👤 **katyakasha** 1 year, 6 months ago

Selected Answer: B

B

https://help.mypurecloud.com/articles/communicate-feature-overview/

upvoted 4 times

☐ 👤 **jherran** 1 year, 6 months ago

B

https://help.mypurecloud.com/articles/communicate-feature-overview/

upvoted 3 times

Genesys Cloud CX recommends that you deploy Edges in an N+1 configuration.

In the event that an active Edge fails or goes offline for routine maintenance, this configuration ensures that you can:

    A. Place and receive both ACD and non-ACD calls.

    B. Place ACD and non-ACD calls, but not receive.

    C. Receive ACD and non-ACD calls, but not place.

    D. Place and receive ACD calls; non-ACD calls can neither be place nor received.

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #35

Topic 1

Genesys Cloud CX recommends that you deploy Edges in an N+1 configuration.

In the event that an active Edge fails or goes offline for routine maintenance, this configuration ensures that you can:

Genesys Cloud CX Voice is _____.

A. A third-party service that provides external Phone Trunks.

B. A help bot that is available within Genesys Cloud CX chat.

C. Another name for Genesys Cloud CX.

D. An internet-based telephony service that can be purchased and activated for use with Genesys Cloud CX.

Suggested Answer: *D*

LouisNguyen 10 months ago

Genesys Cloud Voice is an Internet-based telephony service that you can activate for use with your Genesys Cloud organization. It provides public telephony access to any Genesys Cloud services to which you subscribe, such as Communicate or the Genesys Cloud call center.

upvoted 1 times

Phone redundancy extends to include call survivability - Even when the connection to the Edge is lost, it prevents active calls from getting disconnected.

    A. True

    B. False

Suggested Answer: *B*

Community vote distribution

B (100%)

  Xantoxin `Highly Voted 👍` 1 year, 6 months ago

`Selected Answer: B`

https://help.mypurecloud.com/articles/phone-redundancy/

Note: Phone redundancy does not include call survivability. Active calls disconnect if the connection to the Edge is lost.

  upvoted 10 times

  Has22 `Most Recent ⊘` 8 months, 2 weeks ago

`Selected Answer: B`

Call survivability is when the Edge loses internet connection with Genesys cloud

  upvoted 1 times

  sebaqc 10 months ago

`Selected Answer: B`

the answer is False

  upvoted 2 times

  LouisNguyen 10 months, 1 week ago

Phone redundancy does not include call survivability. Active calls disconnect if the connection to the Edge is lost. B is correct

  upvoted 1 times

  orazio67 11 months, 1 week ago

`Selected Answer: B`

Phone redundancy does not include call survivability. Active calls disconnect if the connection to the Edge is lost.

  upvoted 2 times

  BP_123 1 year, 5 months ago

B is correct

  upvoted 3 times

  shashimohan 1 year, 6 months ago

correct Answer -B

  upvoted 4 times

What are the two methods to create a conference call in Genesys Cloud CX? (Choose two.)

A. With multiple active calls, click and drag an unselected call onto the previously selected call details.

B. Click the Calls icon, expand the Dialpad, then enter the names or phone numbers of the attendees in the search area and click Start Conference.

C. Click the Conference button in Genesys Cloud CX directory, and then enter the names or phone numbers of the attendees.

D. Have all attendees call you. When all calls are active, click the Start Conference button.

Suggested Answer: *AB*

Community vote distribution

AB (93%) | 7%

👤 **Xantoxin** `Highly Voted 👍` 2 years ago

`Selected Answer: AB`

https://help.mypurecloud.com/articles/make-conference-call/

upvoted 5 times

👤 **SGV94** `Most Recent ⊘` 1 year ago

`Selected Answer: AB`

A and B

Call multiple people at once: To open the Calls panel, click Calls

Merge active calls: You can also drag and drop the calls to make a conference call.

upvoted 1 times

👤 **SGV94** 1 year ago

A and B

Call multiple people at once: To open the Calls panel, click Calls

Merge active calls: You can also drag and drop the calls to make a conference call.

upvoted 1 times

👤 **AbhayMisra** 1 year, 1 month ago

`Selected Answer: AB`

A,B are correct: You can also drag and drop the calls to make a conference call.

upvoted 1 times

👤 **Amar_07** 1 year, 1 month ago

`Selected Answer: AB`

AB is correct

upvoted 1 times

👤 **sebaqc** 1 year, 4 months ago

`Selected Answer: AB`

It's AB. https://help.mypurecloud.com/articles/make-conference-call/

It clearly says "Note: You can also drag and drop the calls to make a conference call." under the Merge Active Calls tab.

upvoted 2 times

👤 **orazio67** 1 year, 5 months ago

`Selected Answer: AB`

Phone redundancy does not include call survivability. Active calls disconnect if the connection to the Edge is lost.

upvoted 1 times

👤 **Bobby_Brown** 1 year, 6 months ago

`Selected Answer: BC`

ditto to what fandangl3 says

upvoted 1 times

👤 **Fandangl3** 1 year, 11 months ago

It's BC. You can't drag any calls together.

camich 2 years ago

Selected Answer: AB

Correct Answer

Which of the following statements about WebRTC phones is incorrect?

A. Genesys Cloud CX WebRTC phone runs in the browser.

B. A WebRTC phone has no additional hardware or software requirements, apart from a supported browser.

C. It is assigned to a specific user and only that user has permission to use the phone.

D. A WebRTC phone can be used even when disconnected from the Cloud.

Suggested Answer: *D*

Community vote distribution

D (100%)

👤 **katyakasha** `Highly Voted 👍` 1 year, 11 months ago

D https://help.mypurecloud.com/articles/about-genesys-cloud-webrtc-phones/

upvoted 6 times

👤 **losadams** `Most Recent ◷` 1 year, 2 months ago

A, B

Genesys Cloud supports the WebRTC technology with the Genesys Cloud WebRTC phone. The Genesys Cloud WebRTC phone runs right from your browser and as such there are no special hardware requirements or additional software to download or install. You simply enable the Genesys Cloud WebRTC phone and you can immediately use it to make and receive calls.

https://help.mypurecloud.com/articles/webrtc-overview/

upvoted 2 times

👤 **irishrover1989** 1 year, 2 months ago

The question is which is incorrect, so D is the right answer

upvoted 1 times

👤 **BP_123** 1 year, 11 months ago

D is correct

upvoted 3 times

👤 **Senkise** 2 years, 1 month ago

`Selected Answer: D`

correct

upvoted 4 times

In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by:

A. Specifying the premium-rate numbers you would like to restrict access to, while subscribing to Genesys Cloud CX.

B. Creating a number-plan to identify premium-rate numbers.

C. Manually training users to prevent calling premium-rate numbers.

D. Configuring trunks to identify premium-rate numbers.

Suggested Answer: *B*

Community vote distribution

B (100%)

☐ 👤 **VITO711** [Highly Voted 👍] 2 years, 6 months ago

the really correct one is B. Creating a number-plan to identify premium-rate numbers.

upvoted 6 times

☐ 👤 **joveje6179** [Most Recent ⊙] 11 months, 3 weeks ago

Selected Answer: B

B is correct

upvoted 1 times

☐ 👤 **SGV94** 1 year, 6 months ago

Selected Answer: B

B is the correct answer

upvoted 1 times

☐ 👤 **sebaqc** 1 year, 10 months ago

Selected Answer: B

B is the correct answer

upvoted 1 times

☐ 👤 **LouisNguyen** 1 year, 10 months ago

so, what is the correct answer here ?

upvoted 1 times

☐ 👤 **orazio67** 1 year, 11 months ago

Selected Answer: B

the trunk cannot identify anything

upvoted 1 times

☐ 👤 **Senkise** 2 years, 5 months ago

Selected Answer: B

of course B

upvoted 3 times

☐ 👤 **camich** 2 years, 6 months ago

Selected Answer: B

It is number plans

upvoted 4 times

Which of the following Edge feature contains the built-in remote survivability mode?

A. SIP gateway

B. Call broker

C. SIP proxy

D. Disaster recovery

Suggested Answer: *C*

Community vote distribution

C (80%) | D (20%)

  👤 **txexams** 5 months, 2 weeks ago

Selected Answer: C

https://help.mypurecloud.com/articles/deprecation-byoc-premises-edge-remote-survivability/

Will be deprecated 2025-06-30

upvoted 1 times

  👤 **899a059** 8 months, 1 week ago

Selected Answer: C

C is the right answer: SIP proxy is the setting, but this is also being deprecated soon.

upvoted 2 times

  👤 **6b9c63c** 8 months, 3 weeks ago

Selected Answer: C

C.SIP proxy is the Edge feature that contains the built-in remote survivability mode.

upvoted 1 times

  👤 **rockin** 10 months ago

Answer: C

SIP proxy is the Edge feature that contains the built-in remote survivability mode. Remote survivability mode is a feature that allows the Edge to continue to provide core telephony services even when it loses connection with Genesys Cloud CX. The SIP proxy service on the Edge detects the loss of connection and switches to remote survivability mode. In this mode, the Edge can still route calls to and from phones, SIP trunks, and telephony gateways based on the last known configuration from Genesys Cloud

upvoted 1 times

  👤 **Bobby_Brown** 2 years ago

Selected Answer: D

D is answer

upvoted 1 times

All of the following are steps that need to be completed to configure an Edge appliance, EXCEPT _____.

    A. Create a Site

    B. Assign the Edge to a Site

    C. Configure a trunk

    D. Create an Edge Group

    E. Associate the network interface

    F. Authenticate the Edge

    G. Configure the Edge Connectors

Suggested Answer: *G*

Community vote distribution

G (100%)

👤 **katyakasha** `Highly Voted 👍` 1 year, 5 months ago

`Selected Answer: G`

G

https://help.mypurecloud.com/articles/configure-the-genesys-cloud-edge-standard-v3/

To configure an edge appliance, the required steps are: Pair (authenticate) the edge, create a trunk to the service provider, setup phone trunks, configure the network interface, create a site, create an edge group, assign the edge to a site, edge group and external SIP trunk.

upvoted 8 times

👤 **sebaqc** `Most Recent ⊙` 10 months ago

`Selected Answer: G`

G is the answer

upvoted 1 times

👤 **orazio67** 11 months, 1 week ago

`Selected Answer: G`

Configure the Edge Connectors. What is it ?

upvoted 1 times

👤 **Bobby_Brown** 1 year ago

`Selected Answer: G`

makes sense

upvoted 1 times

👤 **RanjeetSVirdi** 1 year, 2 months ago

`Selected Answer: G`

G is Correct

upvoted 1 times

👤 **Bleras** 1 year, 2 months ago

`Selected Answer: G`

https://help.mypurecloud.com/articles/configure-the-genesys-cloud-edge-standard-v3/

upvoted 2 times

👤 **katyakasha** 1 year, 5 months ago

G

https://help.mypurecloud.com/articles/configure-the-genesys-cloud-edge-standard-v3/

To configure an edge appliance, the required steps are: Pair (authenticate) the edge, create a trunk to the service provider, setup phone trunks, configure the network interface, create a site, create an edge group, assign the edge to a site, edge group and external SIP trunk.

upvoted 4 times

You must define the phone configuration in Genesys Cloud CX to associate with a physical phone.

What binds the phone's settings in Genesys Cloud CX to a physical phone?

A. Phone model

B. Base settings

C. Phone name

D. Hardware ID (MAC address)

Suggested Answer: *B*

Community vote distribution

B (56%) | D (44%)

Xantoxin `Highly Voted 👍` 2 years, 6 months ago

`Selected Answer: B`

Mac ID binds to specific phone but baSE setting binds to all physical phone. I think this is what question was asking

upvoted 5 times

Fandangl3 2 years, 5 months ago

But, without the MAC address the base settings doesn't know where to apply the settings.

upvoted 1 times

Senkise 2 years, 5 months ago

These type of questions remind me of the Microsoft exams... not obvious, just to confuse everyone.

upvoted 4 times

899a059 `Most Recent ⊙` 8 months ago

`Selected Answer: D`

The hardware ID (MAC) is what binds the phone's settings to the physical phone. You define the phone configuration with base settings. However, to associate these settings to a physical phone you need to enter the hardware ID (MAC).

upvoted 1 times

Superman 1 year, 1 month ago

`Selected Answer: D`

The correct answer is **D. Hardware ID (MAC address)**.

In Genesys Cloud CX, the Hardware ID, also known as the MAC address, is what binds the phone's settings to a physical phone. This ensures that the configuration set up in the system is correctly associated with the specific physical device.

upvoted 1 times

FelipeHG 1 year, 1 month ago

`Selected Answer: D`

Question ask "configuring a phone", it means base setting was created and used, but is needed asociate with a specific phone.

upvoted 1 times

1175fc3 1 year, 5 months ago

As confusing as the question is, this one is D. The website states, "ou then identify a specific phone using the appropriate options, such as a MAC address for a hardware [physical] phone or a remote address for a remote phone."

https://help.mypurecloud.com/articles/phone-configuration-overview/

upvoted 1 times

SGV94 1 year, 6 months ago

`Selected Answer: D`

Phone settings

The phone settings allow you to identify a specific phone and then configure how that phone is to operate in Genesys Cloud by assigning it a corresponding base settings configuration. When you create a phone, you begin by assigning the phone an appropriate name and then you select the base settings configuration. You then identify a specific phone using the appropriate options, such as a MAC address for a hardware phone or a

remote address for a remote phone. In addition, you'll need to select a site. At this point, you can save the phone and it automatically inherits the default configuration specified in the base settings. Alternatively, you can customize the phone by altering any of the settings that it inherited from the base settings configuration-without affecting the original base settings configuration.

upvoted 1 times

☐ 👤 **NuBa7** 1 year, 9 months ago

Selected Answer: D

MAC address as far "physical phone".

upvoted 1 times

☐ 👤 **melon157** 1 year, 9 months ago

Selected Answer: D

Question says you are creating phone config (phone in CX) to associate with a physical phone. And to link this phone config with physical phone you need to set MAC in config.

So answer D.

B answer only links phone template with phone config, but still you do not have any linkage to physical phone there.

In Basic settings you do not set linkage to physical phone.

upvoted 2 times

☐ 👤 **Ferrari23** 2 years, 4 months ago

Terrible question, I still don't konw the answer after reading

https://help.mypurecloud.com/articles/phone-configuration-overview/

upvoted 3 times

☐ 👤 **katyakasha** 2 years, 5 months ago

Selected Answer: B

B

https://help.mypurecloud.com/articles/phone-configuration-overview/

upvoted 4 times

Question #44
Topic 1

Which of the following reports display the number of interactions handled by an agent per day? (Choose two.)

    A. Agent Metrics Export Report

    B. Agent Metrics Report

    C. Agent Login-Logout Details Report

    D. Agent Quality Details Report

Suggested Answer: *B*

Community vote distribution

B (100%)

---

namanama 11 months, 2 weeks ago

A and B

upvoted 1 times

Superman 1 year, 1 month ago

The correct answers are **A. Agent Metrics Export Report** and **B. Agent Metrics Report**.

Both the Agent Metrics Export Report and the Agent Metrics Report display the number of interactions handled by an agent per day.

upvoted 2 times

547993a 1 year, 4 months ago

Selected Answer: B

A and B are correct

upvoted 1 times

SGV94 1 year, 5 months ago

Those reports no longer exist, if it is before, yes, A and B. If it is like this now, it would be D at most

upvoted 1 times

NuBa7 1 year, 9 months ago

Selected Answer: B

AB should be correct

upvoted 1 times

Bleras 2 years, 2 months ago

Selected Answer: B

https://help.mypurecloud.com/articles/agent-metrics-report/

upvoted 2 times

---

katyakasha 2 years, 5 months ago

Selected Answer: B

AB

https://help.mypurecloud.com/articles/agent-metrics-report/#:~:text=The%20Agent%20Metrics%20report%20displays,Number%20of%20interactions%20per%20day

upvoted 2 times

Senkise 2 years, 7 months ago

Selected Answer: B

A and B

upvoted 2 times

Unused reports need to be disabled manually to prevent unnecessary load on the system.

    A. True

    B. False

Suggested Answer: *B*

Community vote distribution

B (100%)

☐ 👤 **_Superman_** 1 year, 1 month ago

Selected Answer: B

The correct answer is **B. False**.

Genesys Cloud automatically manages report scheduling and execution, so unused reports do not need to be manually disabled to prevent unnecessary load on the system. The system is designed to handle the load efficiently.

upvoted 1 times

☐ 👤 **katyakasha** 2 years, 5 months ago

Selected Answer: B

B

https://help.mypurecloud.com/articles/troubleshoot-reports/

upvoted 4 times

☐ 👤 **Jamesha** 2 years, 7 months ago

Selected Answer: B

reports will automatically disable if 2 failed attempts

upvoted 4 times

☐ 👤 **Senkise** 2 years, 7 months ago

Selected Answer: B

Not really. These reports will be disabled automatically, after twice the amount it it configured. E.g.: For weekly report, if you don't chek it for two weeks, the system disables it.

upvoted 2 times

User Status Detail report includes specifics about queue activity such as interacting, idle, and not responding.

    A. True

    B. False

Suggested Answer: *B*

Community vote distribution

B (77%)	A (23%)

 txexams 5 months, 2 weeks ago

Selected Answer: B

False, this information is shown in the Agent Status

upvoted 1 times

 Superman 1 year, 1 month ago

Selected Answer: A

The correct answer is **A. True**.

The Genesys Cloud User Status Detail report does include specifics about queue activity, such as whether a user is interacting, idle, or not responding. This report provides detailed insights into user status and their activity within queues.

upvoted 3 times

 SGV94 1 year, 5 months ago

Selected Answer: B

if it includes all 3, it is A

upvoted 1 times

 SGV94 1 year, 6 months ago

Selected Answer: B

interacting, no include

upvoted 1 times

 SGV94 1 year, 5 months ago

I was wrong, if it includes all 3, it is A

upvoted 1 times

 LouisNguyen 1 year, 10 months ago

https://help.mypurecloud.com/articles/user-status-detail-report/

Note: This report does not include specifics about queue activity such as interacting, idle, and not responding.

upvoted 1 times

 arosee 1 year, 11 months ago

This report does not include specidics about queue activity such as interacting,idle and not responding

upvoted 1 times

 Xantoxin 2 years, 6 months ago

Selected Answer: B

Not specific, only on queue or off queue

upvoted 3 times

 Senkise 2 years, 7 months ago

Selected Answer: B

NO!

https://help.mypurecloud.com/articles/user-status-detail-report/

upvoted 4 times

Which of the following metrics represents the average amount of time an interaction waits in queue before an agent answers it?

A. Average Handle Time

B. Average Speed of Answer

C. After Call Work

D. Average Talk Time

Suggested Answer: *B*

☐ 👤 **Senkise** 1 year, 1 month ago

yes. ASA in the reports.

upvoted 3 times

Select the factors which can cause report generation failures and increased runtimes. (Choose two.)

A. Adjusting report parameters in order to include fewer agents, queues, and interactions.

B. Running reports during peak hours.

C. Reviewing and ensuring the usage of scheduled reports.

D. Asking every team member to run and save a copy of the report.

Suggested Answer: *BD*

Community vote distribution

BD (100%)

👤 **Xantoxin** `Highly Voted 👍` 2 years, 6 months ago

`Selected Answer: BD`

B D are correct answers.

upvoted 10 times

👤 **Jamesha** `Highly Voted 👍` 2 years, 6 months ago

Correct Answer is B & D https://help.mypurecloud.com/articles/troubleshoot-reports/

upvoted 7 times

👤 **_Superman_** `Most Recent ⊙` 1 year, 1 month ago

`Selected Answer: BD`

The correct answers are **B. Running reports during peak hours** and **D. Asking every team member to run and save a copy of the report**.

These factors can cause report generation failures and increased runtimes due to higher system load during peak hours and the redundant processing when multiple team members run and save the same report.

upvoted 2 times

👤 **LouisNguyen** 1 year, 10 months ago

How to correct report failures:

Adjust report parameters so the report includes fewer agents, queues, interaction, or days.

Adjust the time of day when your report is scheduled to run. Select non-peak hours when possible.

Limit reports that run hourly. Consider a mid-day, end of day, or off-peak report instead.

upvoted 4 times

You suspect that one of your agents is not productive.

Which report would you run to view the agent's time on breaks and login/logout details?

A. Interaction Details Report

B. User Status Detail Report

C. Agent Metrics Report

D. Queue Metrics Daily Report

Suggested Answer: *B*

Community vote distribution

B (100%)

Bleras 1 year, 2 months ago

Selected Answer: B

https://help.mypurecloud.com/articles/user-status-detail-report/

upvoted 1 times

Carlos is an administrator who needs to extract data on a group of agents handling customer service calls and track their performance. These statistics allow him to estimate their average handling time.

Which of the following options would help him perform his task?

    A. Documents

    B. Directory

    C. Workspaces

    D. Activity

Suggested Answer: *C*

Community vote distribution

C (92%)   8%

 LedTVMonitor `Highly Voted 👍` 2 years, 6 months ago

`Selected Answer: C`

You can see reports from Workspaces, not from actitivy

upvoted 9 times

 Superman `Most Recent ⊙` 1 year, 1 month ago

`Selected Answer: D`

The correct answer is **D. Activity**.

The **Activity** option in Genesys Cloud allows Carlos to track agent performance metrics, such as average handling time, for those handling customer service calls. This feature provides detailed insights into the activities and performance of agents.

upvoted 1 times

 KlintDwood 1 year, 2 months ago

`Selected Answer: C`

Workspaces

upvoted 1 times

 mtullio89 1 year, 3 months ago

I would say the answer is D "Activity" because the "Workspace" would be the correct answer, not "Workspaces". If you fo in "Activity" and then "Leaderboards" you can check the "Average Handle time" of your agents.

upvoted 2 times

 Pattabiraman 1 year, 7 months ago

Genesys cloud is very ambiguous in this. WORKSPACES is the place where the documents are shared. WORAKSPACE is the place where reports can be viewed. In the question, the answer was given as WORKSPACES. So D - activity would be the right answer.

upvoted 2 times

 akumaranil 1 year, 9 months ago

Workspace is the section where reports can be viewed and fetch.

upvoted 1 times

 orazio67 1 year, 11 months ago

`Selected Answer: C`

From workspace

upvoted 1 times

Which view displays current metrics and information about queues if you have a membership?

A. Queues Activity

B. Queues Performance

C. My Queues Activity

D. Queues

Suggested Answer: *C*

☐ 👤 **tawfik83** 1 year, 2 months ago

Correct answer is C

upvoted 1 times

☐ 👤 **Archys** 1 year, 4 months ago

Correct answer is C

upvoted 1 times

☐ 👤 **Tool912** 1 year, 10 months ago

Correct: https://help.mypurecloud.com/articles/my-queues-activity-view/

upvoted 3 times

What is the maximum limit for creating performance dashboards for private users?

A. 10

B. 15

C. 20

D. 25

Suggested Answer: *C*

Community vote distribution

C (100%)

---

 damontesr 1 year, 1 month ago

Selected Answer: C

https://help.mypurecloud.com/articles/performance-dashboards-overview/

upvoted 2 times

 Bleras 1 year, 2 months ago

Selected Answer: C

https://help.mypurecloud.com/articles/performance-dashboards-overview/

upvoted 3 times

 Tool912 1 year, 4 months ago

Correct: https://help.mypurecloud.com/articles/performance-dashboards-overview/

upvoted 2 times

Eva, a contact center supervisor, wants to determine agent performance issues with interactions that set a specific wrap-up code in one or multiple queues.

Which of the following views can help Eva identify such issues?

A. Agents Wrap-Up Interval Detail

B. Agents Schedule Detail

C. Agents Evaluation Detail

D. Agents Interactions Detail

Suggested Answer: *A*

Community vote distribution

A (100%)

 Superman 1 year, 1 month ago

Selected Answer: A

The view that can help Eva identify agent performance issues with interactions that set a specific wrap-up code in one or multiple queues is:

A. Agents Wrap-Up Interval Detail.

This view provides detailed information about wrap-up codes used by agents, helping Eva pinpoint any performance issues related to specific codes.

upvoted 2 times

 KlintDwood 1 year, 2 months ago

Selected Answer: A

A. -The Agents Wrap-Up Interval Detail view displays agent statistics based on a specific wrap-up code set by a specific agent.

upvoted 2 times

 jolo202422 1 year, 8 months ago

Selected Answer: A

Most popular

upvoted 3 times

 Amar_07 1 year, 8 months ago

A is correct

upvoted 2 times

 Mogoju 1 year, 8 months ago

A is Correct.

https://help.mypurecloud.com/articles/agent-wrap-up-interval-detail-view/

upvoted 3 times

 LouisNguyen 1 year, 10 months ago

The Agents Wrap-Up Interval Detail view displays agent statistics based on a specific wrap-up code set by a specific agent. These statistics can help supervisors determine agent performance issues with interactions set a specific wrap-up code in one or multiple queues.

upvoted 2 times

 Fandangl3 2 years, 5 months ago

Answer is A: https://help.mypurecloud.com/articles/agent-wrap-up-interval-detail-view/

The Agents Wrap-Up Interval Detail view displays agent statistics based on a specific wrap-up code set by a specific agent. These statistics can help supervisors determine agent performance issues with interactions set a specific wrap-up code in one or multiple queues.

upvoted 3 times

Jenny is monitoring five queues in real-time. She identifies one of the queues' Service Level percentage to be below the threshold level. Which of the following will help her view specific information about the queue in real-time?

A. My Queues Activity

B. Queues Activity

C. Queue Performance

D. Performance Dashboard

Suggested Answer: *B*

Community vote distribution

C (50%) | B (50%)

 txexams 5 months, 2 weeks ago

Selected Answer: B

The key is real-time, B is the only correct option

upvoted 1 times

 Jayavaya 9 months, 2 weeks ago

Selected Answer: C

Queue performance view can show more details in both real-time and historical

upvoted 1 times

 de1ffa3 10 months, 1 week ago

B is correct because in Queue activity we can find real-time details including service level

upvoted 2 times

 KayBee1 10 months, 2 weeks ago

Selected Answer: B

Queue activity for real time

upvoted 1 times

 mtullio89 1 year, 3 months ago

Here they are asking for "real-time" information. The answer for me is correct "B" in Queues activity. The Answer "C" is not real-time.

upvoted 4 times

 SGV94 1 year, 6 months ago

Selected Answer: C

For see percentages is Queue Performance

upvoted 1 times

 MannyR 1 year, 6 months ago

For drilling on an individual queue, Queue Performance shows more regarding SLA, including the time the low scores happened. C seems to be the best answer

upvoted 1 times

 losadams 1 year, 7 months ago

Queue Performance shows the post specific info about a queue.

Answer C - https://help.mypurecloud.com/articles/queues-performance-summary-view/

upvoted 1 times

Select all available options for adding widgets to a performance dashboard. (Choose four.)

    A. Agent Status

    B. Grid

    C. Text

    D. Metric

    E. Interaction

    F. Chart

Suggested Answer: *ACDF*

Community vote distribution

ACDF (83%)	BCDF (17%)

👤 **txexams** 5 months, 2 weeks ago

Selected Answer: ACDF

ACDF is correct

upvoted 1 times

👤 **_Superman_** 1 year, 1 month ago

Selected Answer: BCDF

The correct answers are:

- **B. Grid**
- **C. Text**
- **D. Metric**
- **F. Chart**

These are the available options for adding widgets to a performance dashboard in Genesys Cloud.

upvoted 1 times

👤 **KlintDwood** 1 year, 2 months ago

Selected Answer: ACDF

Web content is missing but think they put Agent Status for some odd reason.

upvoted 1 times

👤 **MannyR** 1 year, 6 months ago

ACDF. Agent Status is a standalone widget option that always appears on the right panel of a newly created dashboard. The other widget options are Metric, Text, Chart, Web Content.

upvoted 3 times

👤 **ttwoso** 1 year, 8 months ago

Wrong answer is mentioned again.

upvoted 1 times

👤 **Nallinian** 1 year, 11 months ago

Selected Answer: ACDF

https://help.mypurecloud.com/articles/add-and-edit-performance-dashboards/

upvoted 3 times

👤 **Ferrari23** 2 years, 4 months ago

Terrible question from Genesys, options do not even match what they post online. Good luck people.

"To add a single-cell or full-width widget, select Metric, Text, Chart, or Web Content."

https://help.mypurecloud.com/articles/add-and-edit-performance-dashboards/

upvoted 1 times

    👤 **MannyR** 1 year, 6 months ago

Agent Status is its own widget. For the 'generic' widgets, there choices are Text, Metric, Chart, and Web Content. But on the right panel of Dashboards is a spot reserved for Agent Status. so ACDF is the answer

upvoted 1 times

yorgus 2 years, 4 months ago

ACDF I think is correct. Grid is not a widget

upvoted 4 times

Fandangl3 2 years, 5 months ago

My bad I was wrong. It is Metric, Chart, Agent Status, Grid

upvoted 3 times

Fandangl3 2 years, 5 months ago

Disregard anything I said all my answers were wrong.

I'm done on this question

upvoted 2 times

Fandangl3 2 years, 5 months ago

https://help.mypurecloud.com/articles/add-and-edit-performance-dashboards/

upvoted 1 times

Fandangl3 2 years, 5 months ago

Answer is Metric, Chart, Agent Status, Web Content

upvoted 2 times

Ferrari23 2 years, 4 months ago

https://help.mypurecloud.com/articles/add-and-edit-performance-dashboards/

upvoted 1 times

Genesys Cloud CX is fully supported on which of the following browsers? (Choose two.)

    A. Internet Explorer

    B. Firefox

    C. Chrome

    D. Safari

    E. Opera

Suggested Answer: *BC*

Community vote distribution

BC (100%)

 Superman 1 year, 1 month ago

Selected Answer: BC

The correct answers are **B. Firefox** and **C. Chrome**.

Genesys Cloud CX is fully supported on the latest versions of Firefox and Chrome.

upvoted 1 times

 SGV94 1 year, 6 months ago

Selected Answer: BC

Chrome and Firefox

Notes:

Firefox and Chrome update themselves automatically. Versions of Firefox and Chrome are only an issue if the customer's IT department restricts automatic updates.

Running Microsoft Edge in IE compatibility mode is not supported.

upvoted 1 times

 MannyR 1 year, 6 months ago

Currently Firefox, Edge and Chrome. Partial support on Safari

upvoted 1 times

 LouisNguyen 1 year, 10 months ago

Selected Answer: BC

Full support

Chrome — Requires current major release or one version previous.

Chrome major releases occur monthly.

Microsoft Edge Chromium — Requires current release.

Firefox — Requires current release, one version previous, current ESR release, or transitional ESR release

upvoted 2 times

 Ferrari23 2 years, 4 months ago

Everyone at Genesys training that wrote this test should be fired.

This is their flagship certification?! WTF.

ANOTHER question where the answers don't match their own training. Embarrassing company.

Full support:

Chrome — Requires current major release or one version previous.

Chrome major releases occur monthly.

Microsoft Edge Chromium — Requires current release.

Firefox — Requires current release, one version previous, current ESR release, or transitional ESR release

Firefox scripts may not load unless AdBlocker or AdBlockPlus are disabled.

https://help.mypurecloud.com/articles/genesys-cloud-requirements/
   upvoted 3 times

   ⊟ 👤 **Ferrari23** 2 years, 4 months ago
   Limited support
   Safari — Requires current release.
      upvoted 1 times

⊟ 👤 **kikuri_sakekasu** 2 years, 5 months ago
I think this question is difficult to understand.

https://help.mypurecloud.com/articles/genesys-cloud-requirements/
Full Support:
Microsoft Edge Chromium,Chrome,Firefox
Limited support:
Safari
   upvoted 4 times

Which Genesys Cloud CX feature helps reduce wait time for each call?

A. Automatic Call Distribution

B. Workforce Management

C. Skill-based Routing

D. IVR

Suggested Answer: *A*

Community vote distribution

C (50%)	A (38%)	13%

☐ 👤 **Fandangl3** [Highly Voted 👍] 2 years, 5 months ago

I believe the answer is A: https://help.mypurecloud.com/articles/about-interaction-routing/

upvoted 11 times

☐ 👤 **robertlin0928** [Most Recent ⊘] 8 months, 1 week ago

[Selected Answer: C]

C is correct! You can benefit from the Automatic Call Distribution (ACD) feature of Genesys Cloud CX to get calls to the right people as quickly as possible.

skills-based routing can reduce the wait time for each call. Getting the call to the most appropriate available person on the first try

improves customer satisfaction

lowers employee frustration

leading to a better customer experience.

upvoted 1 times

☐ 👤 **bd7cc1e** 8 months, 2 weeks ago

[Selected Answer: C]

From the manual, Contact Center chapter 2:

Automatic Call Distribution – to get calls to the right people as quickly as possible

Skill based routing can reduce wait time

upvoted 1 times

☐ 👤 **_Superman_** 1 year, 1 month ago

[Selected Answer: C]

The correct answer is **C. Skill-based Routing**.

Skill-based Routing in Genesys Cloud CX helps reduce wait time for each call by directing the call to the most suitable agent based on their skills, ensuring that the caller is quickly connected to someone who can effectively address their needs.

upvoted 2 times

☐ 👤 **KlintDwood** 1 year, 2 months ago

[Selected Answer: A]

ACD (automatic call distribution) is the contact center art and science of getting the right call to the right person as quickly as possible.

upvoted 1 times

☐ 👤 **SGV94** 1 year, 6 months ago

[Selected Answer: A]

ACD (automatic call distribution) is the contact center art and science of getting the right call to the right person as quickly as possible. Genesys Cloud ACD dynamically matches customer interactions and agents, processing and assigning interactions to the appropriate agent.

upvoted 1 times

☐ 👤 **DeeSells** 1 year, 7 months ago

[Selected Answer: A]

Answer is A

upvoted 1 times

☐ 👤 **LouisNguyen** 1 year, 10 months ago

ACD (automatic call distribution) is the contact center art and science of getting the right call to the right person as quickly as possible. Genesys Cloud ACD dynamically matches customer interactions and agents, processing and assigning interactions to the appropriate agent.

upvoted 3 times

☐ 👤 **suresub2** 2 years, 1 month ago

Selected Answer: B

why not WFM?

upvoted 1 times

☐ 👤 **suresub2** 2 years, 1 month ago

Selected Answer: B

why not WFM?

upvoted 1 times

Which of the following is NOT a feature of Genesys Cloud CX contact center?

A. Human Capital Management

B. Workforce Management

C. Quality Management

D. Automatic Call Distribution

Suggested Answer: *A*

Community vote distribution

A (100%)

⊟ 👤 **KlintDwood** 1 year, 2 months ago

Selected Answer: A

We don't need no stinking Human Capital!

upvoted 1 times

Which of the following routes interactions based on an algorithm that determines the best available agent for the interaction?

A. Architect

B. Automatic Call Distribution

C. Emergency Groups

D. Scheduling

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Genesys Cloud CX ACD assigns interactions to the most appropriate agent available.

Which of the following attributes is used to determine the best available agent? (Choose three.)

    A. Language skills

    B. Additional attribute ratings

    C. ACD skills

    D. Time since last ACD interaction

    E. Staffing requirements

Suggested Answer: *ACD*

Community vote distribution

ACD (100%)

👤 **mharoun83** `Highly Voted 👍` 1 year, 11 months ago

`Selected Answer: ACD`

I think it should be ACD

upvoted 8 times

👤 **SGV94** `Most Recent ⊘` 1 year ago

`Selected Answer: ACD`

Genesys Cloud procesa la interacción, eligiendo el agente más apropiado según sus habilidades, idioma y la cantidad de tiempo desde la última interacción que manejó un agente.

upvoted 1 times

    ☐ 👤 **SGV94** 1 year ago

    Genesys Cloud processes the interaction, choosing the most appropriate agent based on skills, language, and the amount of time since the last interaction an agent handled.

    upvoted 1 times

👤 **MannyR** 1 year ago

ACD transfer actions in Architect allow for ACD skills, language, and 'preferred agent' attributes to be applied. "Preferred agents are agents that you select to handle interactions based on characteristics you determine, such as skill level, responsibility, or customer relationships" I think that qualifies as 'B' - Additional attribute ratings. Answer should be A,B,C. Time since last interaction is part of routing selection, but doesn't necessarily mean the 'best' agent, at least from the customer perspective.

upvoted 2 times

👤 **Ikar_II** 1 year, 2 months ago

`Selected Answer: ACD`

It's A,C,D but for me the question is incomplete as there are two cases :

- agent surplus : Genesys choosing the most appropriate agent based on skills, language, and the amount of time since the last interaction an agent handled

- interaction surplus : Genesys Cloud chooses the appropriate interaction based on an agent's skills, language, and the amount of wait time for the interaction

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

upvoted 2 times

👤 **eschber1** 1 year, 3 months ago

I believe it is ACD.

upvoted 1 times

👤 **Bobby_Brown** 1 year, 6 months ago

I think BCD

upvoted 1 times

👤 **RanjeetSVirdi** 1 year, 8 months ago

it should be ABC