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QUESTION 1

Why must you create queues for ACD functionality to work?

A. Queues are the waiting lines for the agents who will be assigned interactions through ACD

B. Queues provide ACD with a means to determine the skill level requirement of an interaction

C. Queues are the waiting lines for interactions that are routed using ACD

D. Queues match agents to an appropriate interaction using ACD

Correct Answer: D

Reference:

https://help.genesys.com/pureconnect/mergedprojects/wh_ia/desktop/sag_tell_me_about_ acd_queues.htm

QUESTION 2

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-managment- brochure.pdf

QUESTION 3

By Default, Line recording is disabled.

A. True

B. False

Correct Answer: A

Reference: https://help.mypurecloud.com/articles/enable-line-recording/

QUESTION 4

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 5

Which option provides the ability for an email interaction to be interrupted by voice?

A. Admin>Contact Center>Utilization

B. Admin>Contact Center>ACD Skills

C. Admin>Routing>Emergencies

D. Admin>Routing>Disconnect Interactions

Correct Answer: A

QUESTION 6

Select the applicable options for Genesys Cloud Architect. (Choose three.)

A. Play pre-recorded messages

B. Convert text to speech

C. Configure queues

D. Configure skills

E. Receive and route calls

Correct Answer: ABC

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

QUESTION 7

Where are Genesys Cloud call recordings stored?

A. Recording Management

B. Cloud

C. Web Service

D. AWS Cloud

Correct Answer: B

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

QUESTION 8

Call Recording is enabled in.

A. Admin > Telephony

B. Admin > Quality

C. Admin > Contact Center

Correct Answer: A

QUESTION 9

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 10

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

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