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QUESTION 1

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

A. Progressive

B. Predictive

C. Preview

D. Power

Correct Answer: C

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

QUESTION 2

How many types of flows are supported by Architect?

A. 5

B. 6

C. 7

D. 8

Correct Answer: A

Reference: https://developer.genesys.cloud/api/rest/v2/architect/flows

QUESTION 3

Which ACD routing method routes interaction to the next available agent?

A. Bullseye ACD

B. Standard ACD

C. Skills based routing

D. All of the above

Correct Answer: B

Reference: https://help.mypurecloud.com/articles/acd-evaluation-routing-methods/

QUESTION 4

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

A. Reports

B. Dynamic Views

C. Dashboard

D. Interaction

Correct Answer: ACD

QUESTION 5

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

A. The ability to receive and route specific tweets to agents so that they can respond to those tweets

B. The ability to create and manage a Facebook page

C. The ability to have agents spontaneously post information about your business to Twitter, Facebook, and other social media outlets

D. The ability for customers to access their accounts via social media channels

Correct Answer: D

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