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QUESTION 1

If you have not created any additional templates, you will have several template options when creating a new script. What are the template options? (Choose two.)

A. Blank Script

B. Default Callback Script

C. Default Inbound Script

D. Default Outbound Script

E. Collection Script Template

F. Sales Script Template

Correct Answer: EF

QUESTION 2

By Default, Line recording is disabled.

A. True

B. False

Correct Answer: A

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

QUESTION 3

Which of the following components can be added to scripts? (Choose all that applies.)

A. Visual Basic Control

B. Text

C. Call Flow

D. Checkbox

E. Web Page

F. Image

Correct Answer: BDEF

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

QUESTION 4

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 5

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

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