GCP-GC-ADM^{Q&As}

Genesys Cloud Certified Professional - Contact Center Admin

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QUESTION 1

Call Recording is enabled in.

A. Admin > Telephony

B. Admin > Quality

C. Admin > Contact Center

Correct Answer: A

QUESTION 2

Policies automate repetitive quality management tasks. What items could be defined as policies? (Choose three.)

A. Update the Do Not Call list with records that have the appropriate wrap-up code

B. Determine how many evaluations per hour to assign to a quality evaluator

C. Set up a schedule to run a daily report

D. Automatically assign an evaluation for all calls over 5 minutes

E. Determine how long to retain recordings and whether to archive or delete them

Correct Answer: CDE

Reference: https://help.mypurecloud.com/articles/about-quality-policies/

QUESTION 3

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

QUESTION 4

What is the recommended way to create a .csv file?

A. Use a text editor, such as Notepad, to create your .csv files

B. Create a spreadsheet and export it as a .csv file

C. Use a word processing application, such as Microsoft Word, to create your .csv files

D. Use a .csv application to create .csv files

Correct Answer: D

Reference: https://help.mypurecloud.com/articles/prepare-source-csv-file/

QUESTION 5

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

A. Copy an existing role then add the necessary permissions to meet your needs

B. Create a new Role and assign the necessary permissions to that role

C. Create or modify a workgroup to meet your needs

D. Create a new Group and assign the necessary permissions to the group

Correct Answer: B

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