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QUESTION 1

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

Correct Answer: E

Reference:

https://help.genesys.com/pureconnect/mergedprojects/wh_irpe/desktop/edit_initiation_polic y_step_3.htm

All types of interactions (Call, Chat, Email, Message) can be configured for Recording Policies. Recording Policies allow administrators to define when and how interactions are recorded based on various criteria, such as queue membership,

direction (inbound or outbound), media type (voice or screen), etc. References:

https://help.mypurecloud.com/articles/about-recording-policies/

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

QUESTION 2

You have just added a new document to Genesys Cloud CX, and want everyone in the organization to have access to it.

What must you do to ensure that users can find the document when needed?

A. Add meaningful tags to the document.

B. Add a priority of "High" to the document.

C. Ensure that the document name is easy to search for.

D. Number the document such that it appears on the top of the list.

Correct Answer: A

Explanation: Adding meaningful tags to the document is what you must do to ensure that users can find the document when needed after you have added a new document to Genesys Cloud CX Collaborate Workspace. Tags are keywords or

phrases that describe the content or purpose of a document in Workspace. Tags help users to find documents faster and easier by using filters or search queries based on tags. You can add tags to a document when you create or edit it in

Workspace.

References:

https://help.mypurecloud.com/articles/add-tags-to-a-document/

https://help.mypurecloud.com/articles/search-for-a-document/

QUESTION 3

Which of the following statements is NOT true regarding numbering plan?

A. It is a telecommunication scheme where telephone numbers are assigned to subscribers and telephony endpoints.

B. Numbering plan is also known as a dial plan.

C. Numbering plan can be added or modified based on the organizational requirements.

D. It has to be created manually.

Correct Answer: D

Explanation: It has to be created manually is not a true statement regarding numbering plan in Genesys Cloud CX Telephony Admin menu. A numbering plan is a telecommunication scheme that assigns telephone numbers to subscribers and

telephony endpoints in Genesys Cloud CX. A numbering plan can also define various aspects of call routing, such as:

How many digits are required to dial a destination number Which digits are used to identify a country code, area code, or extension Which digits are used to access an outside line or an operator Which digits are used to indicate an

emergency number or a special service A numbering plan does not have to be created manually in Genesys Cloud CX Telephony Admin menu . Genesys Cloud CX provides a set of default number plans that work for most users . You can

also add and modify number plans with the following procedure . The Number Plan information page provides more details on the Genesys Cloud CX number plan implementation .

References: https://help.mypurecloud.com/articles/number-plan- information/

https://help.mypurecloud.com/articles/add-number-plan/

QUESTION 4

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.

Correct Answer: B

Explanation: In Genesys Cloud CX, you can prevent users from calling U.S. premium-rate numbers by creating a number-plan to identify premium-rate numbers. A number-plan is a set of rules that define how outbound calls are dialed based

on various criteria, such as country code, area code, prefix, etc. You can create a number-plan that blocks outbound calls to U.S. premium-rate numbers by specifying their prefixes (such as 900) in the number-plan rules.

References: https://help.mypurecloud.com/articles/about-number-plans/

https://help.mypurecloud.com/articles/create-a-number-plan/

QUESTION 5

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

A. True

B. False

Correct Answer: B

Explanation: The User Status Detail report does not include specifics about queue activity such as interacting, idle, and not responding. The User Status Detail report shows various metrics related to user status and availability, such as on

queue time, off queue time, break time, login/logout details, etc. To view specifics about queue activity for users or agents, you can use other reports such as Queue Activity Export Report or Queue Performance Summary Report.

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

https://help.mypurecloud.com/articles/queue-activity-export-report/

https://help.mypurecloud.com/articles/queue-performance-summary-report/

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