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QUESTION 1

Which platform component manages account configuration, directory search, user membership, phone call routing, and agent assignment?

A. Public Interface Services

B. Core Services

C. Communication Services

D. Application Services

Correct Answer: B

Core Services is the platform component that manages account configuration, directory search, user membership, phone call routing, and agent assignment in Genesys Cloud CX. Core Services is a set of services that provide essential functionality and data for Genesys Cloud CX applications and integrations. Core Services include various features and functions, such as:

Account configuration

Directory search

User membership Phone call routing

Agent assignment

Presence management

Notifications

Authentication

Authorization

Billing

Some other platform components of Genesys Cloud CX are Public Interface Services, Communication Services, Application Services, etc. References:

 https://help.mypurecloud.com/articles/about-the-genesys-cloud-platform/#:~:text=Core%20Services%20power%20the%20building,%2C%20agent%20assi gnment%2C%20and%20more.andtext=Contact%20between%20individuals%20and% 20grou ps%20are%20handled%20by%20the%20Communication%20Services https://help.mypurecloud.com/articles/platform-overview/ https://help.mypurecloud.com/articles/core-services-overview/

QUESTION 2

Why are Divisions important in an organization?

A. Divisions are used to divide interactions equally between 2 or more queues.

B. Divisions allow the organization to control which roles can be assigned to users.

C. Divisions allow grouping and segregation of objects while keeping them inside the same organization.

D. Divisions define which users can be assigned to queues.

Correct Answer: C

Explanation: Divisions are important in an organization because they allow grouping and segregation of objects while keeping them inside the same organization. A division is a logical container that holds various objects in Genesys Cloud

CX, such as users, queues, flows, etc. Divisions enable administrators to control access and visibility of these objects based on roles and permissions. For example, administrators can use divisions to separate different business units or

teams within an organization and assign different roles and permissions to each division.

References: https://help.mypurecloud.com/glossary/division/

https://help.mypurecloud.com/articles/about-divisions/

QUESTION 3

Currently, you manage all agents\' schedules 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 manage these in an easier and more automated way.

Which Genesys Cloud CX contact center feature can you use to replace and automate the spreadsheet schedule?

A. Genesys Cloud CX Workforce Management

B. Genesys Cloud CX API

C. Genesys Cloud CX Architect

D. Genesys Cloud CX Reporting and Analytics

Correct Answer: A

Explanation: Genesys Cloud CX Workforce Management is a feature that can replace and automate the spreadsheet schedule. Workforce Management is a system that helps contact center managers and supervisors plan and optimize agent

schedules based on various factors, such as forecasted workload, agent availability, skills, preferences, etc. Workforce Management can also track and monitor agent adherence and performance in real time and provide reports and analytics

on various metrics.

References:

https://help.mypurecloud.com/articles/about-workforce-management/

https://help.mypurecloud.com/articles/workforce-management-overview/

QUESTION 4

Which of the following routes interactions based on an algorithm that determines the best available agent for the interaction?

A. Architect

B. Automatic Call Distribution

C. Emergency Groups

D. Scheduling

Correct Answer: B

Explanation: Automatic Call Distribution (ACD) is the feature that routes interactions based on an algorithm that determines the best available agent for the interaction. ACD is a system that distributes incoming calls (or other types of

interactions) to agents or queues based on various criteria, such as agent skills, availability, priority, etc. ACD uses an algorithm that evaluates these criteria and assigns each interaction to the most appropriate agent or queue.

References: https://help.mypurecloud.com/glossary/automatic-call- distribution-acd/

https://help.mypurecloud.com/articles/about-acd/

QUESTION 5

Policies automate repetitive quality management tasks.

Which of the following 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. Specify time sets as a matching criteria.

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: ADE

Explanation: Update the Do Not Call list with records that have the appropriate wrap-up code, automatically assign an evaluation for all calls over 5 minutes, and determine how long to retain recordings and whether to archive or delete them

are three items that could be defined as policies in Genesys Cloud CX Quality Management. Policies are rules that automate repetitive quality management tasks based on various criteria and conditions. Policies can help contact center

managers and supervisors streamline their quality management processes and ensure compliance with best practices

and regulations.

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

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