# GCP-GC-ADM<sup>Q&As</sup>

Genesys Cloud Certified Professional - Contact Center Admin

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**QUESTION 1**

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 2**

Where can you view agent evaluation scores, evaluation activity, and calibration activity in real time?

A. Reports

B. Performance>Agents

C. Admin>Contact Center

D. Admin>Quality

Correct Answer: D

Reference: https://help.mypurecloud.com/articles/quality-administrator-dashboard/

**QUESTION 3**

By Default, Line recording is disabled.

A. True

B. False

Correct Answer: A

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

**QUESTION 4**

The Bullseye routing method relaxes the required skills as the selection pool expands from one ring to the next. How many rings maximum may be defined for Bullseye routing?

A. 8

B. 6

C. 4

D. 2

Correct Answer: C

Reference: https://help.mypurecloud.com/articles/bullseye/

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QUESTION 5

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

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QUESTION 6

Which of the following can be configured on inbound interactions to be used by ACD processing? (Choose two.)

A. Languages

B. Intent of Call

C. Skills

D. Agent Availability

Correct Answer: AC

Reference: https://help.mypurecloud.com/articles/genesys-cloud-acd-processing/

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QUESTION 7

Put the steps below in the correct order to successfully complete the Calibration process: 1.Evaluate the interactions 2.Discuss the calibration results 3.Record interactions based on Policies 4.Take action on calibration results 5.Select

and assign interactions for calibration

A. 3, 5, 4, 2, 1

B. 3, 5, 1, 4, 2

C. 3, 5, 1, 2, 4

D. 3, 4, 5, 2, 1

Correct Answer: C

Reference: https://help.mypurecloud.com/articles/calibration-overview/

## QUESTION 8

What are callable time sets?

A. Callable Time Sets allow you to define calling times for various time zones. Multiple Callable Time Sets can then be associated with a single campaign.

B. Callable Time Sets allow you to define calling times for various time zones. A Callable Time Set can then be associated with multiple campaigns.

C. Callable Time Sets provide a way to define your own time zones to associate with a campaign.

D. Callable Time Sets are used to define when a campaign starts and stops.

Correct Answer: D

Reference: https://help.mypurecloud.com/articles/create-callable-times-entry/

## QUESTION 9

Which of the following media types can be selected when creating a report? (Choose three.)

A. Voice

B. Email

C. Voicemail

D. Chat

Correct Answer: ABD

Reference: https://docs.genesys.com/Documentation/PSAAS/latest/RPRT/Table-MEDIA_TYPE

## QUESTION 10

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

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