

GCP-GC-ADM^{Q&As}

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QUESTION 1

What browsers are supported for use with all Genesys Cloud features? (Choose two.)

- A. Internet Explorer
- B. Firefox
- C. Chrome
- D. Safari
- E. Opera
- F. Avant

Correct Answer: BC

Reference: <https://help.mypurecloud.com/articles/genesys-cloud-requirements/>

QUESTION 2

Which of the following options are used when scheduling a report? (Choose three.)

- A. Time period
- B. Custom Date Range
- C. Recurrences
- D. Time zone
- E. Start Time

Correct Answer: ABC

Reference: <https://help.mypurecloud.com/articles/configure-a-report/>

QUESTION 3

Several people have complained that they try to join a group chat and they can't find the group in a search. What is the most likely reason?

- A. The group is in the wrong Organization
- B. Group chat is only available to administrators
- C. The group is set to members only and they are not members of the group
- D. The group is set to public

Correct Answer: A

QUESTION 4

Which definition matches the After Call Work option Optional?

- A. The agent is automatically placed into an After Call Work status and the system will automatically set them to Available when the After Call Timeout is reached. The agent may set themselves to Available if they complete their After Call Work early.
- B. The agent may or may not complete after call work. The system will set them to Available after an interaction completes. They are responsible for setting their availability appropriately if performing After Call Work.
- C. The agent is automatically placed into an After Call Work status and the system will automatically set them to Available when the After Call Timeout is reached. The agent may not set themselves to Available if they complete their After Call Work early.
- D. The agent is placed in an After Call Work status and must manually set their status back to available when their after call work is complete.

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/configure-call-work-settings/>

QUESTION 5

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 6

Select the applicable options for Genesys Cloud Architect. (Choose three.)

- A. Play pre-recorded messages
- B. Convert text to speech

- C. Configure queues
- D. Configure skills
- E. Receive and route calls

Correct Answer: ABC

Reference: <https://help.mypurecloud.com/articles/architect-features/>

QUESTION 7

Which dialing mode allows the agent to see customer information before dialing?

- A. Progressive
- B. Predictive
- C. Preview
- D. Power

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/dialing-modes/>

QUESTION 8

What is the Alerting Timeout with regard to Queue configuration?

- A. This is how long the interaction will alert before disconnecting
- B. This is how long the agent has to complete after call work
- C. This is how long the interaction will wait to begin alerting the agent
- D. This is how long the interaction will alert before timing out and setting the agent's status to Not Responding

Correct Answer: C

QUESTION 9

Which option in the Audio Sequence configuration allows you to add a slight amount of silence as a Menu Prompt to avoid Architect?

- A. Default Menu choice
- B. Menu options
- C. Add blank audio

D. Menu prompt

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/set-audio-sequence/>

QUESTION 10

Call Recording is enabled in.

A. Admin > Telephony

B. Admin > Quality

C. Admin > Contact Center

Correct Answer: A

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