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QUESTION 1

Which of the following Edge feature contains the built-in remote survivability mode?

A. SIP gateway

B. Call broker

C. SIP proxy

D. Disaster recovery

Correct Answer: C

Explanation: SIP proxy is the Edge feature that contains the built-in remote survivability mode. Remote survivability mode is a feature that allows the Edge to continue to provide core telephony services even when it loses connection with

Genesys Cloud CX. The SIP proxy service on the Edge detects the loss of connection and switches to remote survivability mode. In this mode, the Edge can still route calls to and from phones, SIP trunks, and telephony gateways based on

the last known configuration from Genesys Cloud CX.

References: https://help.mypurecloud.com/articles/edge-device-overview/

https://help.mypurecloud.com/articles/edge-remote-survivability-faqs/

QUESTION 2

Which report displays the length of each session for one or more agents over a specified period of time?

A. Agent Activity Summary Report

B. Agent Metrics Report

C. Agent Login-Logout Details Report

D. Agent Quality Details Report

Correct Answer: C

Explanation: The Agent Login-Logout Details Report is the report that displays the length of each session for one or more agents over a specified period of time in Genesys Cloud CX Performance menu. The Agent Login-Logout Details Report is a report that shows the times when agents logged in and out and the duration of each login session during a range of hours that you specify within a day. The report displays the timestamps in the tenant\\'s standard time zone. If an agent logs in to multiple DNs, the duration of the agent\\'s overall login session, which is captured by the Active Time metric, begins with the first login event and ends with the last logout event. If the agent continues to be logged in over a two-day time span (or longer) and is not forcibly logged out by the system, login duration is split over each calendar day. The Agent Login-Logout Details Report can help you measure and improve various aspects of your agent performance and activities, such as: Availability Productivity Conduct Satisfaction You can view the Agent Login-Logout Details Report by selecting it from the Agents folder in Genesys Cloud CX Performance menu . You can also customize the report by setting various parameters, such as: Pre-set Day Filter Report Date Agent Group Agent Media Type

References: https://help.mypurecloud.com/articles/agent-login-logout-details-report/
https://help.mypurecloud.com/articles/reports-overview/

QUESTION 3

Select all access level permission types for workspace (Documents > Workspace) membership. (Choose three.)

A. Full Access

B. Partial

C. Read-Only

D. Write-Only

E. Contributor

F. Collaborator

Correct Answer: ACE

Explanation: Full Access, Read-Only, and Contributor are three access level permission types for workspace (Documents > Workspace) membership in Genesys Cloud CX Collaborate. Workspace is a feature that allows users to create and

manage documents in Genesys Cloud CX Collaborate. Workspace provides various features and functions for users to create, edit, share, organize, and search documents within an organization. Users can have different access level

permissions for workspace membership based on their roles and needs. The access level permissions for workspace membership are:

Full Access: Users can create, edit, delete, share, move, copy, tag, download, upload, and view any document in the workspace.

Read-Only: Users can only view documents in the workspace. They cannot create, edit, delete, share, move, copy, tag, download, or upload any document in the workspace.

Contributor: Users can create new documents in the workspace and edit or delete their own documents. They can also share, move, copy, tag, download, upload, and view any document in the workspace.

Some other access level permission types for workspace membership are Owner and Collaborator.

References: https://help.mypurecloud.com/articles/workspace-overview/

https://help.mypurecloud.com/articles/manage-workspace-membership/

QUESTION 4

Which of the following statements is NOT true regarding Management Units?

A. Agents that handle the same set of interactions should belong to the same management unit.

B. Management Units partition agents and interactions into logical groups.

C. A maximum of 100 agents can be added to a single Management Unit.

D. They help you create, manage, and view schedules for a group.

Correct Answer: C

Explanation: A maximum of 100 agents can be added to a single Management Unit is not a true statement regarding Management Units in Genesys Cloud CX Workforce Management. A Management Unit is a logical grouping of agents who

handle similar types of interactions in Workforce Management. A Management Unit can have various settings configured to define its behavior and performance, such as time zone, service level target, shrinkage percentage, etc. There is no

limit on the number of agents that can be added to a single Management Unit. References:

https://help.mypurecloud.com/glossary/management-unit/

https://help.mypurecloud.com/articles/create-a-management-unit/

QUESTION 5

Which of the following is NOT a Genesys Cloud CX Collaborate feature?

A. Text Chat

B. AI Chat

C. Video Chat

D. Content Management

Correct Answer: B

Explanation: AI Chat is not a Genesys Cloud CX Collaborate feature. Collaborate is a feature that enables internal communication and collaboration among users within an organization using Genesys Cloud CX. Collaborate provides various features and functions for users to interact with each other in real time or asynchronously, such as: Text Chat Video Chat Content Management Group Messaging Presence Indicators AI Chat is a feature that enables external communication and automation using artificial intelligence (AI) powered chatbots or voicebots. AI Chat provides various features and functions for customers to interact with chatbots or voicebots using natural language processing (NLP) and machine learning (ML), such as: Intent Recognition Entity Extraction Sentiment Analysis Conversation Flow Knowledge Base References: https://help.mypurecloud.com/articles/collaborate-overview/ https://help.mypurecloud.com/glossary/ai-chat/

QUESTION 6

What type of trunk would you configure to connect to AudioCodes phones?

A. WebRTC phone trunk

B. Phone trunk

C. External trunk

D. Network interface trunk

Correct Answer: B

Explanation: Phone trunk is the type of trunk that you would configure to connect to AudioCodes phones in Genesys Cloud CX Telephony Admin menu. A trunk is a logical connection that allows voice communication between different

systems or networks using various protocols or technologies. A trunk can have various options configured to define its behavior and performance, such as capacity limits, codecs preferences, caller ID settings etc. A phone trunk is a type of

trunk that connects AudioCodes phones with Genesys Cloud CX using SIP protocol over TLS transport layer.

References:

https://help.mypurecloud.com/glossary/trunk/

https://help.mypurecloud.com/articles/create- a-phone-trunk/

https://help.mypurecloud.com/articles/audiocodes-phone-trunk-settings/

QUESTION 7

Which Genesys Cloud CX feature helps reduce wait time for each call?

A. Automatic Call Distribution

B. Workforce Management

C. Skill-based Routing

D. IVR

Correct Answer: D

Explanation: IVR (Interactive Voice Response) is a feature that helps reduce wait time for each call. IVR is a system that allows callers to interact with an automated menu using voice commands or touch-tone keypad inputs. IVR can provide

callers with information, options, or self-service functions without requiring an agent\'s assistance. This way, IVR can reduce the number of calls that need to be transferred to agents and shorten the wait time for callers who need agent

support.

References:

https://help.mypurecloud.com/glossary/interactive-voice-response-ivr/

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

QUESTION 8

The status of agents, whether active or inactive, does not impact metrics in queue reports, however, active agents appear on/affect agent reports.

A. True

B. False

Correct Answer: A

Explanation: The status of agents, whether active or inactive, does not impact metrics in queue reports, however, active agents appear on/affect agent reports is a true statement. A queue report is a report that shows various metrics and details related to queue performance and activities in Genesys Cloud CX. A queue report can help you measure and improve various aspects of your queue, such as: Service level Abandon rate Average speed of answer Average handle time Interaction volume An agent report is a report that shows various metrics and details related to agent performance and activities in Genesys Cloud CX. An agent report can help you measure and improve various aspects of your agent, such as: Availability Productivity Quality Conduct Satisfaction The status of agents, whether active or inactive, does not impact metrics in queue reports, however, active agents appear on/affect agent reports because: A queue report only counts interactions that spent time in the queue, but an agent- based report counts any interactions an agent worked with. This means that the totals in a queue report and an agent-based report may not match exactly, even if they include the same agents or queues. This is because a queue is a stand-alone entity from the perspective of Genesys Cloud CX reports, and queue metrics and agent metrics can differ for various reasons, such as: An active agent is an agent who has logged in to Genesys Cloud CX and is available to handle interactions. An inactive agent is an agent who has not logged in to Genesys Cloud CX or has logged out. An active agent appears on/affects agent reports because they contribute to various metrics and details related to agent performance and activities, such as: References: https://help.mypurecloud.com/articles/reports-overview/ https://help.mypurecloud.com/articles/queue-report-and-agent-report-totals-differ-by- design/ https://help.mypurecloud.com/articles/agent-status-overview/

QUESTION 9

Profiles can contain various types of information about people in the organization.

Why it is essential to have employees complete their profile information?

A. Searches performed in the Genesys Cloud CX suite use information in the profile to return appropriate results.

B. The education information can be verified against the human resources database.

C. The profile information can be used to keep Linkedin details updated.

D. When employees have free time, they can review biographies of their peers.

Correct Answer: A

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

It is essential to have employees complete their profile information because searches performed in the Genesys Cloud CX suite use information in the profile to return appropriate results. Profiles can contain various types of information about

people in the organization, such as name, title, department, location, skills, biography, etc. These information can help users find and connect with other users within Genesys Cloud CX.

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

https://help.mypurecloud.com/articles/search-for-people/

QUESTION 10

Which of the following best defines the performance view for Queues?

A. Used to monitor real-time contact center metrics.

B. Used to view real-time metrics, such as status, time in status, calls answered, average talk time, and average ACW.

C. Used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents.

D. Used to view historical data only.

Correct Answer: C

The performance view for Queues is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents in Genesys Cloud CX Performance menu. The performance view for Queues is a view that shows various metrics and details related to queue performance and activities in Genesys Cloud CX. The performance view for Queues can help you measure and improve various aspects of your queue performance and activities, such as:

Service level

Abandon rate

Average speed of answer Average handle time

Interaction volume

The performance view for Queues is used to view real-time and historical metrics, such as service level %, abandon %, customers waiting, and active agents because:

Real-time metrics are metrics that show the current data for agents, queues, skills, interactions, and flows. Real-time metrics are updated every 10 minutes in Genesys Cloud CX Performance menu . You can see the current values of various metrics, such as service level %, abandon %, customers waiting, and active agents.

Historical metrics are metrics that show the past data for agents, queues, skills, interactions, and flows. Historical metrics are stored every 10 minutes in Genesys Cloud CX Performance menu . You can see the historical values of various metrics by using the date filter or the pre-set day filter.

Service level % is a metric that shows the percentage of interactions that were answered within a target time threshold during a specified period of time. Service level % can help you measure the quality and efficiency of your queue performance and activities. You can see the real-time and historical service level % of a queue in the performance view for Queues.

Abandon % is a metric that shows the percentage of interactions that were abandoned by the customer or caller before reaching an agent during a specified period of time. Abandon % can help you measure the quality and efficiency of your queue performance and activities. You can see the real-time and historical abandon % of a queue in the performance view for Queues.

Customers waiting is a metric that shows the number of customers or callers who are currently waiting in a queue to be connected to an agent. Customers waiting can help you measure the demand and capacity of your queue performance and activities. You can see the real-time customers waiting of a queue in the performance view for Queues.

Active agents is a metric that shows the number of agents who are currently logged in to Genesys Cloud CX and are available to handle interactions in a queue. Active agents can help you measure the availability and productivity of your queue performance and activities. You can see the real-time active agents of a queue in the performance view for

Queues.

References: https://help.mypurecloud.com/articles/about-reports-views-and-dashboards/
https://help.mypurecloud.com/articles/performance-dashboards-overview/ https://help.mypurecloud.com/articles/queues-views-overview/

QUESTION 11

Genesys Cloud CX ACD assigns interactions to the most appropriate agent available.

Which of the following attributes is used to determine the best available agent? (Choose three.)

A. Language skills

B. Additional attribute ratings

C. ACD skills

D. Time since last ACD interaction

E. Staffing requirements

Correct Answer: ABC

Explanation: Language skills, additional attribute ratings, and ACD skills are three attributes that are used to determine the best available agent for an interaction in Genesys Cloud CX ACD. These attributes are ratings that indicate an agent\\'s

proficiency or preference for handling certain types of interactions or customers. For example:

Language skills indicate an agent\\'s ability to speak or write in different languages. Additional attribute ratings indicate an agent\\'s knowledge or experience with specific products, services, topics, etc.

ACD skills indicate an agent\\'s capability or willingness to handle different media types or queues.

Genesys Cloud CX ACD uses these attributes to match each interaction with an agent who has the highest ratings for those attributes.

References:

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

https://help.mypurecloud.com/articles/add-language-skills-to-an-agent-profile/

https://help.mypurecloud.com/articles/add-additional-attribute-ratings-to-an-agent-profile/

https://help.mypurecloud.com/articles/add-acd-skills-to-an-agent-profile/

QUESTION 12

Which of the following statements defines a critical question in an Evaluation Form?

A. Critical questions are used to prioritize questions that are critical to the success of an interaction. A separate critical

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score is calculated for critical questions.

B. Critical questions are questions that the agent must answer.

C. Critical questions are multiple choice questions that have a higher weightage than non- critical questions.

D. If answered "No", critical questions will result in an evaluation score of zero for the interaction.

Correct Answer: D

Critical questions are questions that have a significant impact on the quality of an interaction. If answered "No", critical questions will result in an evaluation score of zero for the interaction, regardless of how other questions are answered.

Critical questions are used to identify interactions that fail to meet minimum quality standards.

References:

https://help.mypurecloud.com/glossary/critical-question/#:~:text=In%20Quality%20Management%2C%20critical%20question,the%20success%20of%20an%20interaction

https://help.mypurecloud.com/articles/create-an-evaluation-form/

https://help.mypurecloud.com/articles/evaluate-interactions/

QUESTION 13

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 14

Files uploaded to the workspace can be shared with non-members of the Genesys Cloud CX organization.

A. True

B. False

Correct Answer: B

Explanation: Files uploaded to the workspace cannot be shared with non-members of the Genesys Cloud CX organization. The workspace is a secure place for each group in the organization to upload, organize, and share documents and

files. Only members of the group can access the files in the workspace.

References:

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

https://help.mypurecloud.com/articles/add-files-to-a-workspace/

QUESTION 15

Which of the following statements are true? (Choose three.)

A. A queue report only counts interactions handled by an agent.

B. An Abandon is an interaction that disconnects before an agent handles it.

C. An agent-based report counts any interactions an agent worked with.

D. Each report contains a predefined set of metrics.

E. Reports once created cannot be configured.

Correct Answer: ABD

Explanation: A queue report only counts interactions that spent time in the queue, but an agent-based report counts any interactions an agent worked with, an Abandon is an interaction that disconnects before an agent handles it, and each

report contains a predefined set of metrics are three true statements about reports in Genesys Cloud CX Performance menu. A report is a tool that allows you to view various metrics and details related to your contact center performance and

activities in Genesys Cloud CX. A report can help you measure and improve various aspects of your contact center, such as:

Agent performance

Queue performance

Interaction quality

Customer satisfaction

Workforce management

Some true statements about reports are:

A queue report only counts interactions that spent time in the queue, but an agent- based report counts any interactions an agent worked with. This means that the totals in a queue report and an agent-based report may not match exactly,

even if they include the same agents or queues. This is because a queue is a stand-alone entity from the perspective of Genesys Cloud CX reports, and queue metrics and agent metrics can differ for various reasons, such as:

An Abandon is an interaction that disconnects before an agent handles it. This means that the interaction was offered to a queue or an agent, but the customer or caller disconnected before reaching an agent. An Abandon can affect various

metrics, such as:

Each report contains a predefined set of metrics. This means that each report has a specific purpose and scope, and shows only the relevant metrics for that purpose and scope. You cannot add or remove metrics from a report, but you can

set various parameters for reports, such as:

Some false statements about reports are:

Offered always equals Answered plus Abandoned plus Transfer. This is not always true, because some interactions may not be counted as Answered, Abandoned, or Transfer for various reasons, such as:

Reports once created cannot be configured. This is not true, because you can configure reports by editing or deleting them in Genesys Cloud CX Performance menu . You can also configure reports by changing various options , such as :

References: https://help.mypurecloud.com/articles/reports-overview/

https://help.mypurecloud.com/articles/queue-report-and-agent-report-totals-differ-by- design/

https://help.mypurecloud.com/articles/why-does-the-offered-metric-not-always- equal-the-answered-plus-abandoned-metrics/

https://help.mypurecloud.com/articles/edit-a- report/

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