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Genesys GCP-GCX

Genesys Cloud CX Certified Professional - Consolidated



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Question: 1

Which of the following entities is used to ensure that people within your organization have the rights and permissions that they need within Genesys Cloud CX?

- A. Workgroups
- B. Rooms
- C. Groups
- D. Roles

Answer: D

Explanation:

Roles are used to define the permissions and access levels for users within Genesys Cloud CX. Roles can be assigned to users individually or through groups. Roles determine what features and functions users can access and what they can do within those features. Reference:

<https://help.mypurecloud.com/articles/about-roles/> <https://help.mypurecloud.com/articles/add-rolesto-a-user/>

Question: 2

Genesys Cloud CX supports embedded clients for Salesforce and Zendesk.

- A. True
- B. False

Answer: A

Explanation:

Genesys Cloud CX supports embedded clients for Salesforce and Zendesk, which allow agents to use Genesys Cloud CX features within their CRM applications. The embedded clients provide seamless integration between Genesys Cloud CX and Salesforce or Zendesk, such as screen pop, click-to-dial, call logging, and more. Reference: <https://help.mypurecloud.com/articles/about-salesforce-integration/> <https://help.mypurecloud.com/articles/about-zendesk-integration/>

Question: 3

Which of the following are AND Evaluation Methods? (Choose three.)

- A. All skills matching
- B. Best available skills
- C. Bullseye matching
- D. Disregard skills
- E. Agent availability

Answer: ABC

Explanation:

AND Evaluation Methods are used to evaluate the skills of agents and interactions based on logical AND operations. This means that all the required skills must match for an agent to be eligible for an interaction. There are three types of AND Evaluation Methods: All skills matching, Best available skills, and Bullseye matching. All skills matching evaluates agents based on the number of skills they have in common with the interaction. Best available skills evaluates agents based on the highest skill proficiency level they have in common with the interaction. Bullseye matching evaluates agents based on predefined rings of skill requirements that relax as the selection pool expands from one ring to the next. Reference: <https://help.mypurecloud.com/articles/evaluation-methods/>
<https://help.mypurecloud.com/articles/bullseye-routing/>

Question: 4

What is the distinguishing feature between queues and groups?

- A. Queues can have agents as members, while groups cannot.
- B. Both queues and groups have the same ACD capabilities.
- C. Unlike groups, queues allow for more complex scenarios like skill-based routing.
- D. Queues can be used in Architect flows, while groups cannot.

Answer: C

Explanation:

Queues and groups are both used to organize users within Genesys Cloud CX, but they have different purposes and capabilities. Queues are used to route interactions to agents based on various criteria, such as skills, availability, utilization, etc. Queues can also be used in Architect flows to define routing logic and actions for different types of interactions. Groups are used to manage users and their permissions, such as roles, divisions, etc. Groups cannot be used for routing interactions or in Architect flows. Reference: <https://help.mypurecloud.com/articles/about-queues/>
<https://help.mypurecloud.com/articles/about-groups/>

Question: 5

Select the categories of ACD skills that can be added to a user or an interaction. (Choose two.)

- A. Language
- B. Roles
- C. Skills
- D. Queue

Answer: A, C

Explanation:

Language and Skills are two categories of ACD skills that can be added to a user or an interaction. ACD skills are used to match agents and interactions based on their abilities and requirements. Language skills indicate the languages that an agent can speak or an interaction needs. Skills indicate the areas of expertise or knowledge that an agent has or an interaction requires. Reference:

<https://help.mypurecloud.com/articles/about-acd-skills/>

<https://help.mypurecloud.com/articles/addskills-to-a-user/>

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