



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

Genesys Cloud Certified Professional - Contact Center Admin

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### QUESTION 1

What attributes can be assigned to agents to ensure that interactions are routed to the most qualified agent? (Choose two.)

- A. Languages
- B. Medians
- C. Skills
- D. Index Ratings
- E. Knowledge levels

Correct Answer: CE

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### QUESTION 2

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/>

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### QUESTION 3

What process helps you to standardize call evaluations of contact center agents by comparing multiple reviews of the same call or interaction?

- A. Scoring
- B. Monitoring
- C. Calibration
- D. Evaluation

Correct Answer: C

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

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#### QUESTION 4

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

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#### QUESTION 5

Which of the Performance views shows real-time data with historical metrics to give you both short term and long-term views?

- A. Reports
- B. Dashboards
- C. Dynamic Views
- D. All of the above

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/about-reports-views-and-dashboards/>

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