



GCP-GC-ADM^{Q&As}

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QUESTION 1

Which definition matches the After Call Work option Mandatory, Time-boxed?

- A. 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.
- B. 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.
- 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: B

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

QUESTION 2

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 3

Recording Policies can be configured for what type(s) of contact(s)?

- A. Call
- B. Chat
- C. Email
- D. Message
- E. All of the above



Correct Answer: A

QUESTION 4

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 5

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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