



GCP-GC-ADM^{Q&As}

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QUESTION 1

Which definition matches the After Call Work option Mandatory, Time-boxed no early exit?

- 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 placed in an After Call Work status and must manually set their status back to available when their after call work is complete.
- D. 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.

Correct Answer: D

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

QUESTION 2

What does it imply when a campaign does not dial a list of telephone numbers?

- A. They are in the DNC list
- B. The call went unanswered
- C. Unable to reach the customer
- D. The telephone number is wrong

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/not-call-lists-view/>

QUESTION 3

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

QUESTION 4

Which of the following can be configured on inbound interactions to be used by ACD processing? (Choose two.)

- A. Languages
- B. Intent of Call
- C. Skills
- D. Agent Availability

Correct Answer: AC

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

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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