



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

Genesys Cloud Certified Professional - Contact Center Admin

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### QUESTION 1

What is a DNC list?

- A. A DNC list causes records to be presented to be preview dialed, regardless of the dialing mode.
- B. A DNC list is another name for a contact list.
- C. A DNC list is a table containing high-priority numbers that should be dialed using preview mode.
- D. A DNC list is a table containing phone numbers that a campaign should never dial.

Correct Answer: C

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### QUESTION 2

What additional functionality will your business have by setting up and using ACD Messaging in your contact center?

- A. The ability to receive and route specific tweets to agents so that they can respond to those tweets
- B. The ability to create and manage a Facebook page
- C. The ability to have agents spontaneously post information about your business to Twitter, Facebook, and other social media outlets
- D. The ability for customers to access their accounts via social media channels

Correct Answer: D

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### QUESTION 3

Which of the following components can be added to scripts? (Choose all that applies.)

- A. Visual Basic Control
- B. Text
- C. Call Flow
- D. Checkbox
- E. Web Page
- F. Image

Correct Answer: BDEF

Reference: <https://help.mypurecloud.com/articles/script-components/>

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#### QUESTION 4

Where are Genesys Cloud call recordings stored?

- A. Recording Management
- B. Cloud
- C. Web Service
- D. AWS Cloud

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/recording-in-genesys-cloud/>

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#### QUESTION 5

Which option provides the ability for an email interaction to be interrupted by voice?

- A. Admin>Contact Center>Utilization
- B. Admin>Contact Center>ACD Skills
- C. Admin>Routing>Emergencies
- D. Admin>Routing>Disconnect Interactions

Correct Answer: A

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