



GCP-GC-ADM^{Q&As}

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QUESTION 1

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/>

QUESTION 2

If you have not created any additional templates, you will have several template options when creating a new script. What are the template options? (Choose two.)

- A. Blank Script
- B. Default Callback Script
- C. Default Inbound Script
- D. Default Outbound Script
- E. Collection Script Template
- F. Sales Script Template

Correct Answer: EF

QUESTION 3

A Queue is configured for Standard ACD routing and Disregard skills, next agent for the Evaluation Method. What agent property is used to determine the next available agent?

- A. Skill
- B. Time since they last handled an ACD interaction
- C. Cost
- D. Department

Correct Answer: A



Reference: <https://help.mypurecloud.com/articles/specify-routing-settings/>

QUESTION 4

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 5

Which option in the Audio Sequence configuration allows you to add a slight amount of silence as a Menu Prompt to avoid Architect?

- A. Default Menu choice
- B. Menu options
- C. Add blank audio
- D. Menu prompt

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/set-audio-sequence/>

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