



GCP-GCX^{Q&As}

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QUESTION 1

Which of the following routes interactions based on an algorithm that determines the best available agent for the interaction?

- A. Architect
- B. Automatic Call Distribution
- C. Emergency Groups
- D. Scheduling

Correct Answer: B

Explanation: Automatic Call Distribution (ACD) is the feature that routes interactions based on an algorithm that determines the best available agent for the interaction. ACD is a system that distributes incoming calls (or other types of

interactions) to agents or queues based on various criteria, such as agent skills, availability, priority, etc. ACD uses an algorithm that evaluates these criteria and assigns each interaction to the most appropriate agent or queue.

References: <https://help.mypurecloud.com/glossary/automatic-call-distribution-acd/>

<https://help.mypurecloud.com/articles/about-acd/>

QUESTION 2

Select the features available in Genesys Cloud CX Architect. (Choose three.)

- A. Play pre-recorded messages
- B. Convert text to speech
- C. Configure queues
- D. Create skills
- E. Receive and route calls

Correct Answer: ABE

Explanation: Genesys Cloud CX Architect is a feature that allows administrators to create and manage call flows for inbound and outbound voice interactions. Architect provides various actions and tasks that can be used to define the logic

and behavior of call flows. Some of these features are playing pre-recorded messages, converting text to speech, receiving and routing calls, collecting user input, transferring calls, etc.

References:

<https://help.mypurecloud.com/articles/about-architect/>



<https://help.mypurecloud.com/articles/architect-overview-of-call-flow-actions-and-tasks/>

QUESTION 3

You suspect that one of your agents is not productive.

Which report would you run to view the agent's time on breaks and login/logout details?

- A. Interaction Details Report
- B. User Status Detail Report
- C. Agent Metrics Report
- D. Queue Metrics Daily Report

Correct Answer: C

Explanation: The Agent Login-Logout Details Report is a report that would help you view an agent's time on breaks and login/logout details. This report shows various metrics related to agent availability and activity, such as total login time,

total logout time, total break time, break reason codes, etc. This report can help you monitor agent productivity and adherence.

References: <https://help.mypurecloud.com/articles/agent-login-logout-details-report/>

<https://help.mypurecloud.com/articles/monitor-agent-adherence/>

QUESTION 4

Why are Divisions important in an organization?

- A. Divisions are used to divide interactions equally between 2 or more queues.
- B. Divisions allow the organization to control which roles can be assigned to users.
- C. Divisions allow grouping and segregation of objects while keeping them inside the same organization.
- D. Divisions define which users can be assigned to queues.

Correct Answer: C

Explanation: Divisions are important in an organization because they allow grouping and segregation of objects while keeping them inside the same organization. A division is a logical container that holds various objects in Genesys Cloud

CX, such as users, queues, flows, etc. Divisions enable administrators to control access and visibility of these objects based on roles and permissions. For example, administrators can use divisions to separate different business units or teams within an organization and assign different roles and permissions to each division.

References: <https://help.mypurecloud.com/glossary/division/>



<https://help.mypurecloud.com/articles/about-divisions/>

QUESTION 5

Which setting allows you create a place for each group in your organization to upload, organize, and share documents and files?

- A. Workspaces
- B. People
- C. Queues
- D. Groups

Correct Answer: A

Explanation: Workspaces is a setting that allows you create a place for each group in your organization to upload, organize, and share documents and files. Workspaces are secure storage areas that can be accessed only by members of the

group. You can create workspaces for different purposes, such as projects, teams, departments, etc.

References:

<https://help.mypurecloud.com/articles/about-workspaces/>

<https://help.mypurecloud.com/articles/create-a-workspace/>

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