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Exam : **GCP-GC-ADM**

Title : Genesys Cloud Certified
Professional - Contact
Center Administration

Version : DEMO

1.Select the applicable options for Genesys Cloud Architect. (Choose three.)

A. Play pre-recorded messages

B. Convert text to speech

C. Configure queues

D. Configure skills

E. Receive and route calls

Answer: A,B,C

Explanation:

Reference: https://help.mypurecloud.com/articles/architect-features/

2.Policies automate repetitive quality management tasks.

What items could be defined as policies? (Choose three.)

A. Update the Do Not Call list with records that have the appropriate wrap-up code

B. Determine how many evaluations per hour to assign to a quality evaluator

C. Set up a schedule to run a daily report

D. Automatically assign an evaluation for all calls over 5 minutes

E. Determine how long to retain recordings and whether to archive or delete them

Answer: C,D,E

Explanation:

Reference: https://help.mypurecloud.com/articles/about-quality-policies/

3.What statements are true regarding contact lists used for outbound campaigns? (Choose three.)

A. Contact lists must contain the home phone number and first and last name fields, at a minimum

B. Contact lists are read-only and cannot be updated by the agents

C. A contact list can have its own unique structure, including an arbitrary number of phone number types

D. Each campaign can have its own contact list, or contact lists can be shared among campaigns

E. To use the callable times feature, each phone number column must have a corresponding time zone column containing the zone name

Answer: C,D,E

Explanation:

Reference: https://help.mypurecloud.com/articles/contact-lists-view/

4.Which ACD routing method routes interaction to the next available agent?

A. Bullseye ACD

B. Standard ACD

C. Skills based routing

D. All of the above

Answer: B

Explanation:

Reference: https://help.mypurecloud.com/articles/acd-evaluation-routing-methods/

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

Answer: C

Explanation:

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