

IT 认证电子书



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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/>