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- **Product Version**

Latest Version: 6.0

Question: 1

What is the purpose of an Evaluation Form in Quality Management?
(Choose two options)

Response:

- A. They provide customers a way to provide feedback about their experience.
- B. They measure how well your agents are performing at their job.
- C. They measures the effectiveness of a campaign.
- D. They can highlight where additional agent training might be needed.

Answer: B,D

Question: 2

Identify the correct description for Best Available Skills.

Response:

- A. ACD only considers agents who have all the required skills.
- B. ACD builds a list of agents with all skills; then considers skill proficiency of the agents to put them in sequence.
- C. ACD selects the agents with the longest time since the last interaction.
- D. ACD randomly assigns interactions to any available agent, regardless of skills.

Answer: B

Question: 3

Which of the following best describes the function of roles in Genesys Cloud?

Response:

- A. Define user access levels for different features
- B. Monitor agent performance in real-time
- C. Assign wrap-up codes to interactions
- D. Route interactions based on agent skills

Answer: A

Question: 4

Which three components make up the Genesys Cloud Platform?

Response:

- A. Collaborate, Communicate, and Customer Support
- B. Collaborate, Communicate, and Contact Center
- C. Collaborate, Communicate, and Call Center
- D. Collaborate, Contact Center, and Workforce Management

Answer: B

Question: 5

What does the "after call work" (ACW) setting in Genesys Cloud allow agents to do?

Response:

- A. Extend break times between interactions
- B. Log and categorize the interaction after it concludes
- C. Automatically forward calls to the next agent
- D. Route the next interaction automatically

Answer: B

Question: 6

You can enable the location detection setting of the contact center from the _____ container.

Response:

- A. Account Settings
- B. Integrations
- C. People & Permissions
- D. Directory

Answer: A

Question: 7

What is the primary function of the 'Genesys Cloud Collaborate' feature?

Response:

- A. To manage outbound dialing campaigns
- B. To provide real-time monitoring of agent activities
- C. To offer internal collaboration tools for employees
- D. To manage call recording and evaluation policies

Answer: C

Question: 8

How can a supervisor activate or deactivate agents in queues in Genesys Cloud?
Response:

- A. By modifying interaction flows
- B. By using the queue management interface
- C. Through wrap-up code configurations
- D. By accessing performance dashboards

Answer: B

Question: 9

You can rename the Home division and move objects into and out of it, but you cannot delete it.
Response:

- A. True
- B. False

Answer: A

Question: 10

Which of the following attributes are assigned to agents to ensure that interactions are routed to the most appropriate agent?

(Choose two options)

Response:

- A. Language
- B. A Score
- C. Desire to Use
- D. Skills

Answer: A,D

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