



GCP-GC-ADM^{Q&As}

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QUESTION 1

A system that routes interactions based on an algorithm which determines the best available agent for an interaction

- A. Architect
- B. Automatic Call Distribution
- C. Call Routing
- D. Scheduling

Correct Answer: B

QUESTION 2

What is the recommended way to create a .csv file?

- A. Use a text editor, such as Notepad, to create your .csv files
- B. Create a spreadsheet and export it as a .csv file
- C. Use a word processing application, such as Microsoft Word, to create your .csv files
- D. Use a .csv application to create .csv files

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/prepare-source-csv-file/>

QUESTION 3

What is a DNC list?

- A. A DNC list causes records to be presented to be preview dialed, regardless of the dialing mode.
- B. A DNC list is another name for a contact list.
- C. A DNC list is a table containing high-priority numbers that should be dialed using preview mode.
- D. A DNC list is a table containing phone numbers that a campaign should never dial.

Correct Answer: C

QUESTION 4

The Bullseye routing method relaxes the required skills as the selection pool expands from one ring to the next. How many rings maximum may be defined for Bullseye routing?



A. 8

B. 6

C. 4

D. 2

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/bullseye/>

QUESTION 5

Which definition matches the ACD Evaluation Method Best Available Skills?

A. Looks for the first available agent and ignores any skill requirements

B. Matches the interaction to the first available agent who has all of the requested skills

C. Evaluates the first 100 agents to find the agent with the highest average proficiency rating. The average is calculated using the agent's proficiency rating for each of the requested skills

Correct Answer: C

ACD routes interactions based on the highest average proficiency level for the requested skills. Genesys Cloud evaluates the first 100 agents to find the agent with the highest average proficiency rating. Genesys Cloud then calculates the average using the agent's proficiency rating for each of the requested skills.

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