



GCP-GC-ADM^{Q&As}

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QUESTION 1

Which of the following are components of Genesys Cloud Reporting and Analytics? (Choose three.)

- A. Reports
- B. Dynamic Views
- C. Dashboard
- D. Interaction

Correct Answer: ACD

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

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

Correct Answer: C

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

QUESTION 4



What is the Alerting Timeout with regard to Queue configuration?

- A. This is how long the interaction will alert before disconnecting
- B. This is how long the agent has to complete after call work
- C. This is how long the interaction will wait to begin alerting the agent
- D. This is how long the interaction will alert before timing out and setting the agent's status to Not Responding

Correct Answer: C

QUESTION 5

What would you select from the Admin>Outbound Dialing menu to create a new campaign?

- A. Scripts
- B. Schedules
- C. Campaign Dashboard
- D. Campaign Management

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/create-predictive-dialing-campaign/>

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