



GCP-GC-ADM^{Q&As}

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QUESTION 1

Which of the Performance views shows real-time data with historical metrics to give you both short term and long-term views?

- A. Reports
- B. Dashboards
- C. Dynamic Views
- D. All of the above

Correct Answer: C

Reference: <https://help.mypurecloud.com/articles/about-reports-views-and-dashboards/>

QUESTION 2

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 3

A Queue is configured for Standard ACD routing and Disregard skills, next agent for the Evaluation Method. What agent property is used to determine the next available agent?

- A. Skill
- B. Time since they last handled an ACD interaction
- C. Cost
- D. Department

Correct Answer: A

Reference: <https://help.mypurecloud.com/articles/specify-routing-settings/>



QUESTION 4

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 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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