



GCP-GC-ADM^{Q&As}

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QUESTION 1

ABC Corporation plans to purchase the Genesys Cloud Contact Center solution from Genesys to meet their requirement for unlimited multi-channel interaction routing. Which would be the right license level for them to purchase?

- A. Genesys Cloud 1
- B. Genesys Cloud 2
- C. Genesys Cloud 3
- D. Collaborate
- E. Communicate

Correct Answer: C

QUESTION 2

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/>

QUESTION 3

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 4

What two options are available to create a customized user role?

- A. Copy an existing role then add the necessary permissions to meet your needs
- B. Create a new Role and assign the necessary permissions to that role
- C. Create or modify a workgroup to meet your needs
- D. Create a new Group and assign the necessary permissions to the group

Correct Answer: B

QUESTION 5

Several people have complained that they try to join a group chat and they can't find the group in a search. What is the most likely reason?

- A. The group is in the wrong Organization
- B. Group chat is only available to administrators
- C. The group is set to members only and they are not members of the group
- D. The group is set to public

Correct Answer: A

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