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Genesys GCX-OD

Cloud CX Outbound Certification



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Product Version

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Latest Version: 6.0

Question: 1

Which of the following dialing modes have the risk of call abandonment?
(Choose three options)

Response:

- A. Preview
- B. Progressive
- C. Power
- D. Agentless
- E. Predictive

Answer: C,D,E

Question: 2

What is the default value for the Compliance Abandon threshold?

Response:

- A. 1 seconds
- B. 2 seconds
- C. 3 seconds
- D. 5 seconds

Answer: B

Question: 3

While adding a call rule, select the condition type(s) available only for wrap-up rule conditions.
(Choose two options)

Response:

- A. Contact List Column
- B. Wrap-up Code
- C. Data Action
- D. Call Analysis

Answer: B,D

Question: 4

What is the configuration limit for the number of characters in a contact list column entry?

Response:

- A. 128
- B. 512
- C. 1000
- D. 1024

Answer: B

Question: 5

What is the maximum limit count for the number of configurable attempt controls?

Response:

- A. 400
- B. 500
- C. 1000
- D. 1500

Answer: C

Question: 6

Select the features of a call analysis entry.

(Choose three options)

Response:

- A. Hang up on an answering machine
- B. Hang up on a live person
- C. Assign schedules
- D. Assign wrap-up codes
- E. Transfer a live person to an outbound flow

Answer: A,B,E

Question: 7

When applying wrap-up codes to a campaign, what key factor must be considered?

Response:

- A. Agent Skill Levels
- B. Campaign Metrics
- C. Call Result Outcomes
- D. Contact List Filters

Answer: C

Question: 8

If you recycle a campaign, all the values reset except for the _____ statistic.

Response:

- A. Idle Agents
- B. Progress
- C. Outstanding Calls
- D. Abandoned Rate

Answer: D

Question: 9

Choose the correct path for assigning a contact list filter to an existing campaign.

Response:

- A. Admin > Outbound > Call Analysis Responses
- B. Admin > Outbound > Contactable Time Sets
- C. Admin > Outbound > Campaign Management
- D. Admin > Outbound > List Management

Answer: C

Question: 10

Which Outbound feature prevents a phone number or contact record from being dialed too often?

Response:

- A. Dialing Modes
- B. Attempt Controls
- C. DNC List

D. Wrap-up Codes

Answer: B

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