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Genesys GCX-QM

CX Quality Management Certification



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Latest Version: 6.0

Question: 1

What process helps you standardize call evaluations of contact center agents by comparing multiple reviews of the same call or interaction?

Response:

- A. Scoring
- B. Monitoring
- C. Calibration
- D. Evaluation

Answer: C

Question: 2

What is the term used when a recording has a completed evaluation deemed as representing an accurate scoring?

Response:

- A. Calibration
- B. Expert Evaluator
- C. Scoring Index
- D. Evaluation Marker

Answer: C

Question: 3

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: 4

Quality dashboards use _____ to enable administrators, managers, and supervisors to monitor real-time contact center activity.

Response:

- A. Dashlets
- B. Calibration
- C. Evaluation Form
- D. Expert Evaluator

Answer: A

Question: 5

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

Question: 6

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: 7

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: 8

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: 9

Genesys Cloud uses _____ to protect recorded interactions from unauthorized access.

Response:

- A. Encryption
- B. Decryption
- C. Evaluation
- D. Authorization

Answer: A

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