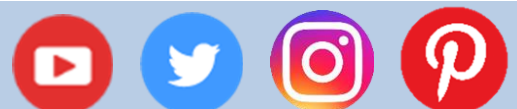# Genesys GCX-OD

Genesys Cloud CX Outbound Certification Questions & Answers

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GCX-OD

Genesys Cloud CX Outbound Certification (GCX-OD)

60 Questions Exam – 65% Cut Score – Duration of 120 minutes

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Discover More about the GCX-OD Certification

Are you interested in passing the Genesys GCX-OD exam? First discover, who benefits from the GCX-OD certification. The GCX-OD is suitable for a candidate if he wants to learn about Genesys Cloud CX. Passing the GCX-OD exam earns you the Genesys Cloud CX Outbound Certification (GCX-OD) title.

While preparing for the GCX-OD exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The GCX-OD PDF contains some of the most valuable preparation tips and the details and instant access to useful GCX-OD study materials **just at one click**.

Genesys GCX-OD Cloud CX Outbound Certification Details:

Exam Name	Genesys Cloud CX Outbound Certification
Exam Code	GCX-OD
Exam Price	$500 USD
Duration	120 minutes
Number of Questions	60
Passing Score	65%
Recommended Training / Books	**Genesys Cloud CX: Contact Center Administration** **Genesys Cloud CX: Outbound**
Schedule Exam	**Kryterion Webassessor**
Sample Questions	**Genesys GCX-OD Sample Questions**
Recommended Practice	**Genesys Cloud CX Outbound Certification (GCX-OD) Practice Test**

GCX-OD Syllabus:

Section	Objectives
Introduction to Outbound Concepts	- Identify the different features provided by outbound - Explain the roles and permissions for Genesys Cloud Outbound
Contact Lists, Dialing Modes, Campaigns, and DNC Lists	- Build a list in .csv format - Create a contact list - Edit a contact list - Append records to a contact list - Describe the available dialing modes offered by Genesys Cloud - Create a preview campaign - Create a power campaign - Start a campaign - Recycle an outbound campaign - Describe the types of DNC lists - Create a DNC list - Assign DNC lists to a campaign
Contact List Filters and Time Zone Management	- Describe contact list filters view - Create a contact list filter - Edit a contact list filter - Describe the time zone management features in Genesys Cloud - Describe the contactable time sets page - Build a contactable time set - Apply a set of contactable times to a campaign
Call Analysis Response and Wrap-Up Code Mapping	- Describe the use of the call analysis response page - Build a call analysis response - Apply a call analysis response to a campaign - Set up wrap-up code mappings for outbound
Campaign Dashboard and Campaign Rules	- Describe the functions of the campaigns dashboard page - List the viewable metrics provided by campaign details

Section	Objectives
	views - Understand the overview of rule management - Create a set of call rules - Add a call rule - Edit a set of call rules - Understand the overview of campaign rules - Create campaign rules
Sequencing, Scheduling, and Outbound Settings	- Set a sequence of chained campaigns - Create a campaign sequence - Define schedule view - Add a scheduled entry - Describe outbound settings and their effects
Audit Search and Event Viewer	- Create a campaign sequence - Perform audit searches using facets - Describe event viewer - Define event levels - Define event categories

Broaden Your Knowledge with Genesys GCX-OD Sample Questions:

Question: 1

Which of the following dialing modes have the risk of call abandonment?

(Choose three options)

a) Preview
b) Progressive
c) Power
d) Agentless
e) Predictive

Answer: c, d, e

Question: 2

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

- a) Idle Agents
- b) Progress
- c) Outstanding Calls
- d) Abandoned Rate

Answer: d

Question: 3

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

- a) Agent Skill Levels
- b) Campaign Metrics
- c) Call Result Outcomes
- d) Contact List Filters

Answer: c

Question: 4

What is the default value for the Compliance Abandon threshold?

- a) 1 seconds
- b) 2 seconds
- c) 3 seconds
- d) 5 seconds

Answer: b

Question: 5

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

(Choose two options)

- a) Contact List Column
- b) Wrap-up Code
- c) Data Action
- d) Call Analysis

Answer: b, d

Question: 6

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

   a) Admin > Outbound > Campaign Management
   b) Admin > Outbound > Contactable Time Sets
   c) Admin > Outbound > Call Analysis Responses
   d) Admin > Outbound > List Management

Answer: a

Question: 7

Select the features of a call analysis entry.

(Choose three options)

   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: 8

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

   a) 400
   b) 500
   c) 1000
   d) 1500

Answer: c

Question: 9

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

   a) 128
   b) 512
   c) 1000
   d) 1024

Answer: b

Question: 10

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

a) Dialing Modes
b) Wrap-up Codes
c) DNC List
d) Attempt Controls

Answer: d

Avail the Study Guide to Pass Genesys GCX-OD Cloud CX Outbound Exam:

- Find out about the GCX-OD syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the **GCX-OD syllabus**, it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.
- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the GCX-OD training. Joining the Genesys provided training for GCX-OD exam helps a candidate to strengthen his practical knowledge base from the certification.
- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the **GCX-OD sample questions** and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. GCX-OD practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

Career Benefits:

● Passing the GCX-OD exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

Here Is the Trusted Practice Test for the GCX-OD Certification

VMExam.Com is here with all the necessary details regarding the GCX-OD exam. We provide authentic practice tests for the GCX-OD exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on VMExam.Com for rigorous, unlimited two-month attempts on the **GCX-OD practice tests**, and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the Genesys Cloud CX Outbound Certification (GCX-OD).

Start Online practice of GCX-OD Exam by visiting URL
https://www.vmexam.com/genesys/gcx-od-genesys-cloud-cx-outbound-certification