

Genesys Cloud CX: Scripting Certification

Genesys GCX-SCR

Version Demo

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QUESTION NO: 1

Which action in a contact center allows agents to transfer interactions seamlessly without requiring them to remember the destination?

- A. Consult Transfer
- B. Invoke Secureflow
- C. Blind Transfer
- D. Schedule Callback

ANSWER: A

Explanation:

Consult Transfer is correct because it supports a controlled, context-aware handoff in which the agent first connects with the intended receiving party before completing the customer transfer. In Genesys Cloud CX, a consult transfer lets the agent speak with the destination user, queue, or external party, provide relevant context, and then finalize the transfer when the recipient is ready. When this capability is presented through a script, the transfer destination can be supplied by the script configuration or interaction data, so the agent does not need to memorize or manually look up the destination. This helps standardize routing for common escalation paths, reduces transfer errors, and lets the receiving party understand the customer's issue before joining or accepting the interaction. The agent remains in control of the transfer process until it is completed, enabling a smoother customer experience and preserving useful conversation context. Genesys Cloud documents the consult-transfer workflow and the available transfer controls in its agent interaction documentation: [Consult transfer an interaction](#) and [Transfer an interaction](#).

QUESTION NO: 2

A scripting team wants to standardize both complete agent workflows and smaller reusable page sections. Which statements correctly describe the available template types? (Choose two.)

- A. A component template is used to package an entire script for reuse.
- B. A script template provides a reusable starting point for a complete script.
- C. A script template can only contain a single visual control.
- D. A component template can contain a reusable group of page controls and layout elements.
- E. Exporting a script automatically creates a component template.

ANSWER: B D

Explanation:

A script template is an entire script packaged for reuse and is appropriate when new scripts need the same broad workflow and starting structure. A component template is a reusable part of a script page, such as a layout, control group, or common header. A component template does not create a complete new script, and exporting a script is not the same as creating a reusable template within Script Designer.

QUESTION NO: 3

An existing script will let agents add records to an outbound campaign contact list. Before the Outbound Create Contact action can be configured for the correct list, which script configurations are required? (Choose two.)

- A. Enable Outbound features for the script.

- B. Assign the script to every queue used by the campaign.
- C. Associate the required contact list with the script.
- D. Convert the script into a script template.
- E. Create a new user profile custom field.

ANSWER: A C

Explanation:

The script must have **Outbound features enabled** and must be **associated with the required contact list**. Enabling outbound features makes outbound-specific functionality available in the script. Associating the contact list establishes the list and fields that the outbound action uses. Assigning the script to a queue and creating a component template do not establish the outbound contact-list context required for the action.

QUESTION NO: 4

Which of the following statements about templates in scripting are true? (Choose two.)

- A. Script templates are entire scripts that have been packaged for reuse.
- B. Use a component template when you create a new script.
- C. A script template contains a single saved component such as text, or a layout of components such as a horizontal stack container.
- D. Component templates are parts of a page that you can reuse in other scripts.

ANSWER: A D

Explanation:

"Script templates are entire scripts that have been packaged for reuse." is correct because a script template captures a complete script design and makes it available as a reusable starting point. This supports consistent script experiences and reduces the effort required to build similar scripts repeatedly. When a designer creates a new script from a script template, the template provides the existing script structure and configured components as the basis for the new script.

"Component templates are parts of a page that you can reuse in other scripts." is also correct. A component template saves a reusable page element or group of elements, enabling designers to insert standardized interface content into scripts where it is needed. This is useful for common items such as layouts, containers, labels, input controls, or customer-information sections. Reusing component templates helps script authors maintain a consistent agent interface while reducing duplicate configuration work. Genesys Cloud separates these two template scopes: script templates address reuse of an entire script, while component templates address reuse of content within a script page. See the Genesys Cloud Resource Center documentation on [scripts](#) and the Resource Center [script-template documentation](#).

QUESTION NO: 5

You are an outbound admin and required to configure a script to allow agents to create a contact in the contact list. Select the correct sequence.

- 1) Associate a contact list with the script.
- 2) Create a Script.
- 3) Invoke the " Outbound Create Contact " action with appropriate variables.
- 4) Enable Outbound features.

A. 2,4,1,3

- B. 2,3,4,1
- C. 1,2,3,4
- D. 2,4,3,1

ANSWER: A

Explanation:

The correct sequence is **2,4,1,3**. First, create the script so there is a script resource to configure. Next, enable the script's outbound features. Enabling outbound capabilities makes outbound-specific components and actions available in the script design environment and is necessary before configuring the script to work with outbound contact data. After outbound functionality is enabled, associate the required contact list with the script. This establishes the target contact list that the script will use when an agent adds a record. Finally, invoke the **Outbound Create Contact** action and map the appropriate variables to the contact-list fields, such as the contact's name and phone-number data. At runtime, the action uses the values collected or stored in the script variables to create the new contact in the associated list. Following this setup order ensures that the script has outbound support enabled and a defined contact-list context before its create-contact action is configured. Genesys Cloud documents outbound script actions and their required configuration in its scripting resource documentation: [Outbound actions](#). For the broader process of building and configuring agent scripts, see the [Create a script](#) documentation.

QUESTION NO: 6

You cannot schedule a callback for more than 30 days in advance.

- A. True
- B. False

ANSWER: A

Explanation:

True is correct. Genesys Cloud limits scheduled callbacks to a maximum of 30 days in the future. This limit applies when an agent schedules a callback during an interaction: the selected callback date and time must fall within the allowed 30-day scheduling window. The limitation helps keep callback handling and routing within the platform's supported callback lifecycle while still allowing agents to arrange follow-up contact at a customer-appropriate time.

For scripting use cases, a script can present the callback workflow and collect or display callback-related information, but it does not extend the platform's permitted scheduling range. The callback itself is created and managed by Genesys Cloud according to the callback feature's scheduling rules. Therefore, when training agents or designing scripts that support callback scheduling, ensure that any guidance, date selection behavior, and customer expectation reflects the 30-day maximum. See Genesys Cloud's instructions for scheduling callbacks in the [Schedule a callback documentation](#) and the broader [About callbacks documentation](#).

QUESTION NO: 7

A script contains five pages. Each page requires the same branded header, customer summary fields, and escalation button, while the remainder of each page is different. Which approach provides the most efficient maintenance of the repeated section?

- A. Create a component template for the repeated section.
- B. Create a separate script template for each page.
- C. Rebuild the repeated section individually on every page.
- D. Export and import the script after adding each page.

ANSWER: A

Explanation:

Create a **component template** for the repeated section. A component template is intended for reusable page content, including a set of controls and layout containers. It reduces repeated design work and supports a consistent agent experience across pages.

A script template is intended to reuse an entire script as a starting point. Manually rebuilding the section on every page increases maintenance effort, and exporting and importing is used to move scripts between organizations rather than reuse a section within one script.