

DUMPS ARENA

Genesys Cloud CX: Architect Certification

Genesys GCX-ARC

Version Demo

Total Demo Questions: 10

Total Premium Questions: 60

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QUESTION NO: 1

Which definition matches the After Call Work option Mandatory, Time-boxed no early exit?

- A.** The agent may or may not complete after call work. The system will set them to Available after an interaction completes. They are responsible for setting their availability appropriately if performing After Call Work.
- B.** The agent is automatically placed into an After Call Work status and the system will automatically set them to Available when the After Call Timeout is reached. The agent may set themselves to Available if they complete their After Call Work early.
- C.** The agent is placed in an After Call Work status and must manually set their status back to available when their after call work is complete.
- D.** The agent is automatically placed into an After Call Work status and the system will automatically set them to Available when the After Call Timeout is reached. The agent may not set themselves to Available if they complete their After Call Work early.

ANSWER: D**Explanation:**

Reference:

<https://help.mypurecloud.com/articles/configure-call-work-settings/>**QUESTION NO: 2**

The Utilization feature of Genesys Cloud allows administrators to configure: (Choose three.)

- A.** The maximum capacity that an agent may handle simultaneously for each supported media type
- B.** The after call work time for each media type
- C.** The length of time that an agent may spend on each media type
- D.** The number of different media types that an agent may handle simultaneously
- E.** The media types that can interrupt current interactions that an agent is handling

ANSWER: A D E**Explanation:**Reference: <https://help.mypurecloud.com/articles/utilization/>**QUESTION NO: 3**

Select all the possible measurements for the selection timeout of every menu. (Choose two.)

- A. Hours
- B. Minutes
- C. Seconds
- D. Milliseconds
- E. Microseconds

ANSWER: B C

QUESTION NO: 4

When creating a schedule, which of these frequency types are available for the Repeating event feature? (Choose four.)

- A. Daily
- B. Weekly
- C. Quarterly
- D. Monthly
- E. Hourly
- F. Yearly

ANSWER: A B D F

QUESTION NO: 5

The FindSkill() function is not case sensitive when performing a search.

- A. True
- B. False

ANSWER: A

QUESTION NO: 6

Select all the sections available to configure the global settings for a newly created flow. (Choose five.)

- A. Actions
- B. Data

- C. Event Handling
- D. Menus
- E. Prompts
- F. Dependencies
- G. Supported Languages
- H. Speech Recognition

ANSWER: A B C F G

QUESTION NO: 7

Which of the following selects the interaction path and enhances the caller's experience before agent assignment?

- A. Prompts
- B. Flow
- C. DTMF
- D. IVR

ANSWER: A

QUESTION NO: 8

Select the correct expression to create a date-time with the year 2020 for the third of may at 12:00 AM.

- A. MakeDateTime(2020,5,3)
- B. MakeDateTime(2020,3,5)
- C. MakeDateTime(5,3,2020)
- D. MakeDateTime(3,5,2020)

ANSWER: D

QUESTION NO: 9

When you perform the bulk import, the .csv file is selected and each includes a WAV file and the directory location.

- A. True
- B. False

ANSWER: A

QUESTION NO: 10

Which of the following are valid response actions under Call Analysis Responses for Outbound Dialing? (Choose three.)

- A. Transfer
- B. Transfer to ACD Flow
- C. Transfer to Outbound Flow
- D. Transfer to Flow
- E. Hangup
- F. Transfer to Secure Flow

ANSWER: A B F