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Genesys Cloud CX: Architect Certification

Genesys GCX-ARC

Version Demo

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QUESTION NO: 1

Which of the following components can be added to scripts? (Choose all that applies.)

- A. Visual Basic Control
- B. Text
- C. Call Flow
- D. Checkbox
- E. Web Page
- F. Image

ANSWER: B D E F

Explanation:

Reference:

<https://help.mypurecloud.com/articles/script-components/>

QUESTION NO: 2

Which function is used as part of the decision to route to a different location based on the domain of the sender's email address?

- A. MakeEmailAddress()
- B. EmailAddressLocalPart()
- C. EmailAddressDomainPart()
- D. EmailAddressDomain()

ANSWER: C

QUESTION NO: 3

Which of the following are valid options under the Data category for Inbound call flows? (Choose four.)

- A. Call Data Action
- B. Call Back
- C. Set Flow Outcome

- D. Collect Input
- E. Data Table Lookup
- F. Get Participant Data

ANSWER: A C D E

QUESTION NO: 4

Select the categories of ACD skills which can be added to a user or interaction. (Choose two.)

- A. Language
- B. Roles
- C. Skills
- D. Queue

ANSWER: A C

Explanation:

Reference:

<https://help.mypurecloud.com/articles/add-acd-skill-language-user/>

QUESTION NO: 5

Select the container that holds an audio message and/or text-to-speech pairings on a “per language” basis.

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

ANSWER: C

QUESTION NO: 6

If the system exceeds the maximum number of actions run per-flow invocation, the flow enters error handling. Which action is used for default error handling in this state if alternative actions are not configured?

- A. Decision

- B. Transfer to Flow
- C. Disconnect
- D. Jump to Menu

ANSWER: C

QUESTION NO: 7

Which of the Performance views shows real-time data with historical metrics to give you both short term and long-term views?

- A. Reports
- B. Dashboards
- C. Dynamic Views
- D. All of the above

ANSWER: C

Explanation:

Reference:

<https://help.mypurecloud.com/articles/about-reports-views-and-dashboards/>

QUESTION NO: 8

Which of the below features get disabled automatically when the Payment Card Industry Data Security Standard (PCI DSS) setting gets enabled? (Choose two.)

- A. Media Capture
- B. IVR Capture
- C. QoS Capture
- D. Protocol Capture

ANSWER: A D

QUESTION NO: 9

Select the types of scheduling available in Genesys Cloud. (Choose two.)

- A. Manual Scheduling
- B. Load based Scheduling
- C. Automated Scheduling
- D. All of the above

ANSWER: B C

QUESTION NO: 10

The interaction may not route properly if the default language skill is not selected.

- A. True
- B. False

ANSWER: A