Genesys Cloud CX: Architect Certification

Genesys GCX-ARC

Version Demo

Total Demo Questions: 10

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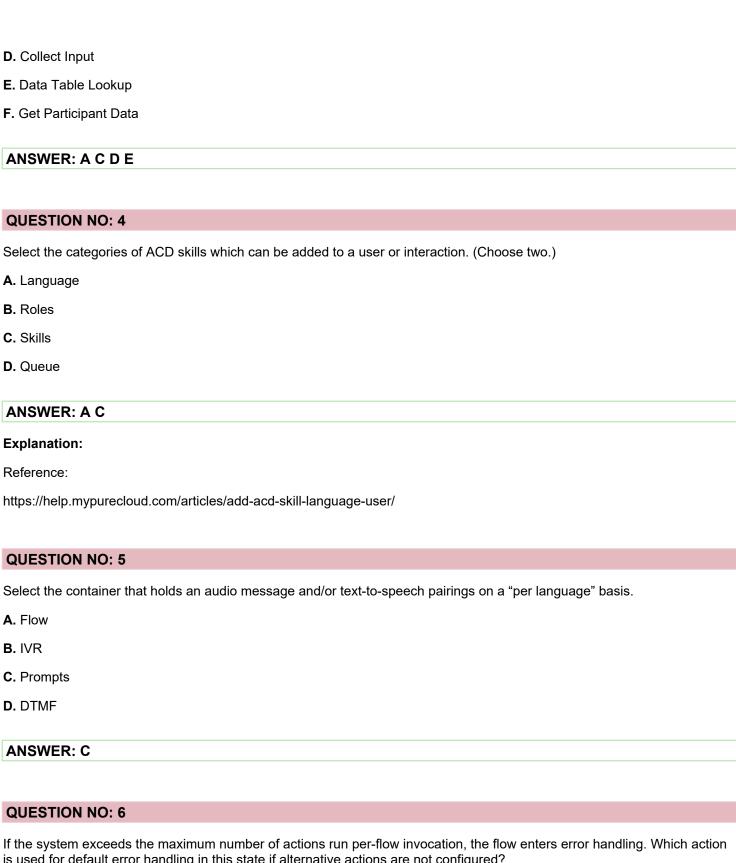
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QUESTION NO: 1
Which of the following components can be added to scripts? (Choose all that applies.)
A. Visual Basic Control
B. Text
C. Call Flow
D. Checkbox
E. Web Page
F. Image
ANSWER: B D E F
Explanation:
Reference:
https://help.mypurecloud.com/articles/script-components/
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



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