

Genesys.GCX-ARC.v2024-02-24.q20

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NEW QUESTION: 1

Which variable's value indicates whether the flow is running in debug mode?

- A. Flow.IsDebug
- B. Flow.IsTest
- C. Flow.Version

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 2

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

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

Answer: B,D,E,F [\(LEAVE A REPLY\)](#)

NEW QUESTION: 3

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

- A. True
- B. False

Answer: A [\(LEAVE A REPLY\)](#)

NEW QUESTION: 4

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: ([SHOW ANSWER](#))

NEW QUESTION: 5

Which function returns a new instance of DateTime initialized with the specified values?

- A.** MakeDuration()
- B.** MakeDateTime()
- C.** ToDateTime()
- D.** AddDuration()

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

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

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

Answer: **A** ([LEAVE A REPLY](#))

NEW QUESTION: 7

Select all the required parameters for configuring the Salesforce data actions. (Choose three.)

- A.** ARN Number
- B.** Token
- C.** Access ID
- D.** Password
- E.** Username

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

Where can you view agent evaluation scores, evaluation activity, and calibration activity in real time?

- A. Admin>Quality
- B. Performance>Agents
- C. Admin>Contact Center
- D. Reports

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 9

Your contact center wants to track the outcome of calls and chats. What can be configured within Genesys Cloud to provide this functionality?

- A. Status
- B. Account Codes
- C. Wrap-up Codes
- D. Resolution Codes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

When creating a schedule, which of these frequency types are available for the Repeating event feature?

(Choose four.)

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

Answer: B,C,D,F ([LEAVE A REPLY](#))

NEW QUESTION: 11

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

Which of the following are valid options under the Data category for Inbound call flows?

(Choose four.)

- A. Data Table Lookup
- B. Get Participant Data
- C. Call Data Action
- D. Collect Input
- E. Call Back
- F. Set Flow Outcome

Answer: (SHOW ANSWER)

NEW QUESTION: 13

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

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

Answer: D,E (LEAVE A REPLY)

NEW QUESTION: 14

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

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

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 15

Select the correct format for a literal string expression for the following sentence: He said, "I will schedule the meeting for the specific time zone with AM/PM settings".

- A. "He said, /" I will schedule the meeting for the specific time zone with AM // PM settings/""
- B. "He said, \' I will schedule the meeting for the specific time zone with AM \\ PM settings \\'
- C. He said, I will schedule the meeting for the specific time zone with AM \\ PM settings\
- D. "He said, \' I will schedule the meeting for the specific time zone with AM \\ PM settings \\'

Answer: (SHOW ANSWER)

NEW QUESTION: 16

Which of the following are valid response actions under Call Analysis Responses for Outbound Dialing?

(Choose three.)

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

Answer: C,E,F ([LEAVE A REPLY](#))

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NEW QUESTION: 17

Which ACD routing method routes interaction to the next available agent?

- A. Skills based routing
- B. Bullseye ACD
- C. All of the above
- D. Standard ACD

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 18

What is the minimum value for the number of times to repeat a menu?

- A. 5
- B. 0
- C. 2
- D. 1

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 19

Which definition matches the After Call Work option Optional?

- 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 placed in an After Call Work status and must manually set their status back to available when their after call work is complete.
- C.** 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.
- 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 set themselves to Available if they complete their After Call Work early.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 20

You are creating an In-queue call flow and need to inform customers about the approximate time to connect to the agent. Select the correct action.

- A.** Play Wait Time
- B.** Approximate Wait Time
- C.** Hold Music
- D.** Play Estimated Wait Time

Answer: D (LEAVE A REPLY)

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