


[Q18-Q33 Real GCX-ARC dumps - Real Genesys dumps PDF in here [Sep-2023]



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Genesys GCX-ARC certification is highly valued in the industry and is recognized as a mark of excellence in Genesys Cloud CX architecture. Professionals who hold this certification are highly sought after by organizations looking to implement Genesys Cloud CX solutions, and they are often able to command higher salaries than those without the certification.

NO.18 If you navigate away from the page without saving the Script, you will not lose any work you have completed.

- * True
- * False

NO.19 Select all the required parameters for configuring the Salesforce data actions. (Choose three.)

- * Username
- * Access ID
- * Password
- * ARN Number

* Token

NO.20 When you perform the bulk import, the .csv file is selected and each includes a WAV file and the directory location.

* True

* False

NO.21 The FindSkill() function is not case sensitive when performing a search.

* True

* False

NO.22 Which definition matches the ACD Evaluation Method Best Available Skills?

* Looks for the first available agent and ignores any skill requirements

* Matches the interaction to the first available agent who has all of the requested skills

* Evaluates the first 100 agents to find the agent with the highest average proficiency rating. The average is calculated using the agent's proficiency rating for each of the requested skills

Explanation

ACD routes interactions based on the highest average proficiency level for the requested skills. Genesys Cloud evaluates the first 100 agents to find the agent with the highest average proficiency rating. Genesys Cloud then calculates the average using the agent's proficiency rating for each of the requested skills.

NO.23 The Utilization feature of Genesys Cloud allows administrators to configure: (Choose three.)

* The maximum capacity that an agent may handle simultaneously for each supported media type

* The after call work time for each media type

* The length of time that an agent may spend on each media type

* The number of different media types that an agent may handle simultaneously

* The media types that can interrupt current interactions that an agent is handling

NO.24 Which ACD routing method routes interaction to the next available agent?

* Bullseye ACD

* Standard ACD

* Skills based routing

* All of the above

NO.25 To route an incoming call based on the current time, _____ is the best method.

* Inbound call flow

* Scheduling

* Call route

* Callable time sets

NO.26 Which function returns a new instance of DateTime initialized with the specified values?

* MakeDateTime()

* MakeDuration()

* AddDuration()

* ToDateTime()

NO.27 Select the types of scheduling available in Genesys Cloud. (Choose two.)

* Manual Scheduling

* Load based Scheduling

* Automated Scheduling

* All of the above

NO.28 Your contact center wants to track the outcome of calls and chats. What can be configured within Genesys Cloud to provide this functionality?

- * Account Codes
- * Wrap-up Codes
- * Resolution Codes
- * Status

NO.29 Architect supplies a built-in _____ flow.

- * Secure Call
- * Inbound Call
- * In-Queue Call
- * Outbound Call

NO.30 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?

- * MakeEmailAddress()
- * EmailAddressLocalPart()
- * EmailAddressDomainPart()
- * EmailAddressDomain()

NO.31 Changes in system prompts will take effect within a couple of minutes, whereas changes to user prompts may take up to an hour to take effect.

- * True
- * False

NO.32 What is the maximum value that can be set for the 'Minimum confidence level' in speech recognition?

- * 25%
- * 50%
- * 100%
- * No Limit

NO.33 The interaction may not route properly if the default language skill is not selected.

- * True
- * False

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