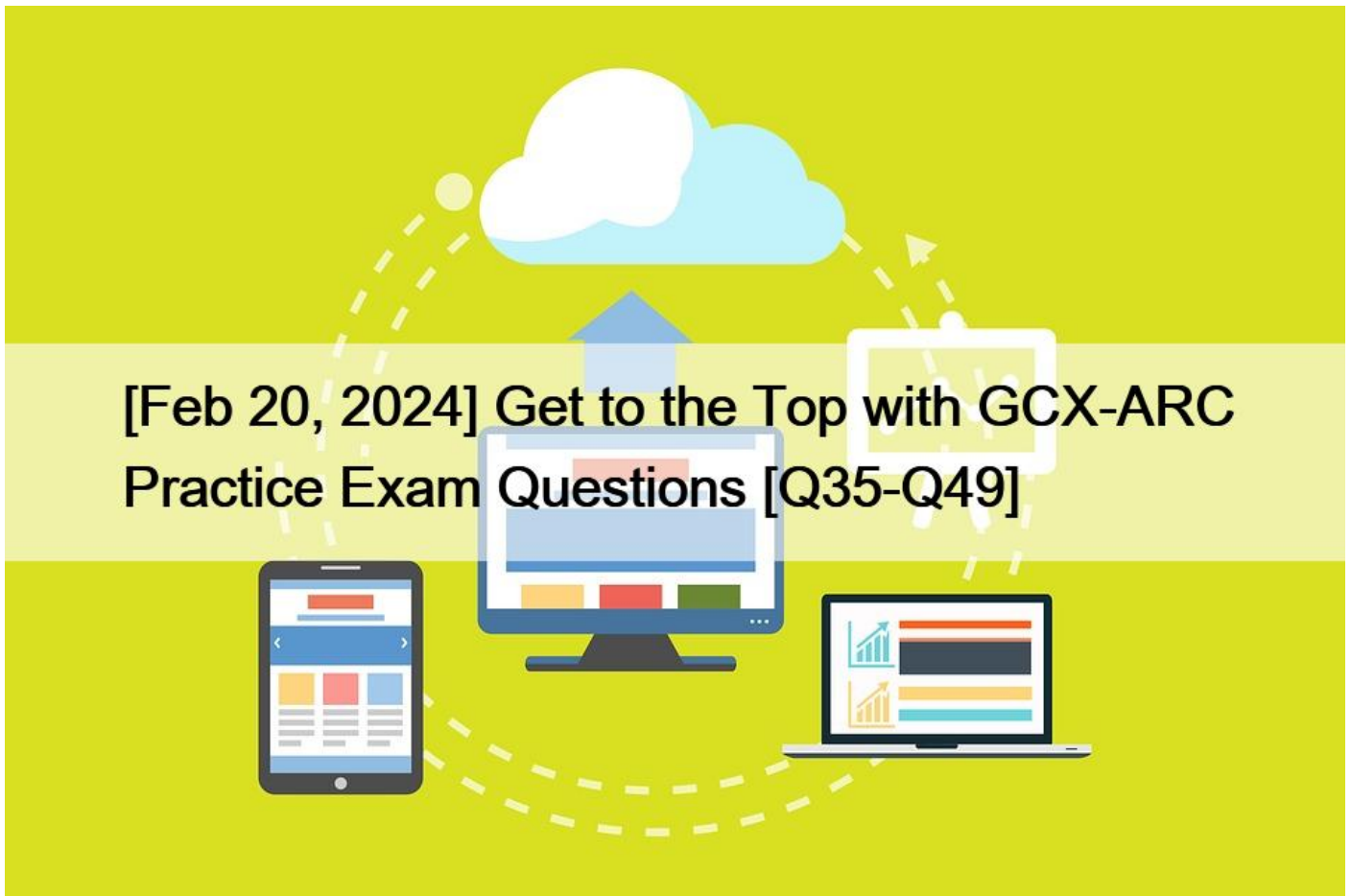


[Feb 20, 2024 Get to the Top with GCX-ARC Practice Exam Questions [Q35-Q49]



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Q35. Which ACD routing method routes interaction to the next available agent?

- * Bullseye ACD
- * Standard ACD
- * Skills based routing
- * All of the above

Q36. Which variable's value indicates whether the flow is running in debug mode?

- * Flow.IsTest
- * Flow.IsDebug
- * Flow.Version

Q37. 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';

- * 'He said, 'I will schedule the meeting for the specific time zone with AM PM settings'';
- * He said, I will schedule the meeting for the specific time zone with AM PM settings

- * He said, I will schedule the meeting for the specific time zone with AM // PM settings;
- * He said, I will schedule the meeting for the specific time zone with AM PM settings;

Q38. To create, configure, and publish _____ call flow(s), an admin must have at least one contactlist and one wrap-up code configured.

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

Q39. Which speech recognition feature is enabled by default for new Inbound call flows?

- * Enable speech recognition for the entire flow
- * Company Directory speech recognition
- * Complete match timeout
- * Incomplete match timeout

Q40. You want to create a call flow to get the customer's unique identification number. Select the correct action to accomplish the task.

- * Data Table Lookup
- * Collect Input
- * Collect Data
- * Call Data Action

Q41. Which of the following are valid options under the Data category for Inbound call flows? (Choose four.)

- * Call Data Action
- * Call Back
- * Set Flow Outcome
- * Collect Input
- * Data Table Lookup
- * Get Participant Data

Q42. Select the correct expression to create a date-time with the year 2020 for the third of may at 12:00 AM.

- * `MakeDateTime(2020,5,3)`
- * `MakeDateTime(2020,3,5)`
- * `MakeDateTime(5,3,2020)`
- * `MakeDateTime(3,5,2020)`

Q43. Which of the following is an automated telephony system that interacts with callers, gathers information, and routes calls to the appropriate recipients?

- * DTMF
- * CRM
- * IVR
- * Telephony

Q44. What would you select from the Performance menu to view real-time statistics for all active campaigns?

- * Scripts
- * Campaign Management
- * Outbound Campaigns
- * Schedules

Q45. 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

Q46. What is the maximum prompt file size you can upload?

- * 10 MB
- * 20 MB
- * 25 MB
- * 50 MB

Q47. What is the minimum value for the number of times to repeat a menu?

- * 1
- * 2
- * 5
- * 0

Q48. Select all the sections available to configure the global settings for a newly created flow. (Choose five.)

- * Actions
- * Data
- * Event Handling
- * Menus
- * Prompts
- * Dependencies
- * Supported Languages
- * Speech Recognition

Q49. Which definition matches the After Call Work option Mandatory, Time-boxed no early exit?

- * 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.
- * 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.
- * 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.
- * 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.

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