PassTest

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Q&A

Exam : **GCX-ARC**

Title : Genesys Cloud CX: Architect Certification

Version : DEMO

1.Which of the following components can be configured to read and write data from a CRM?
A. Set UUI Data
B. Get Participant Data
C. Call Data Action
D. Set Participant Data
Answer: D

2.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

3.Which of the following feature is used to test the created flow before it goes live?
A. Validate
B. Publish
C. Test
D. Debug
Answer: C

4.You are the administrator of a contact center and assigned to advertise an upcoming product to your customers. Choose all the correct options for this scenario. (Choose two.)
A. Use an outbound campaign to promote the product.
B. Use the directory feature for advertising the product.
C. Use the prompt feature to play the product details every time customer dials your contact center.
D. Use the data tables feature for advertising the product.
Answer: A,C

5.Where can you view agent evaluation scores, evaluation activity, and calibration activity in real time?
A. Reports
B. Performance>Agents
C. Admin>Contact Center
D. Admin>Quality
Answer: D
Explanation:
Reference: https://help.mypurecloud.com/articles/quality-administrator-dashboard/