



ITTEST

QUESTION & ANSWER

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<http://www.ittest.es/>

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/>