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Genesys GCX-ARC Certification Exam is a valuable credential for professionals who want to demonstrate their expertise in the Genesys Cloud CX platform. Genesys Cloud CX: Architect Certification certification can help professionals stand out in the job market and demonstrate their commitment to providing high-quality solutions for their clients.

The Genesys GCX-ARC exam covers a wide range of topics, including Genesys Cloud CX architecture, solution design, integration, and configuration. Candidates are also tested on their ability to troubleshoot and optimize Genesys Cloud CX solutions. Genesys Cloud CX: Architect Certification certification is ideal for architects, consultants, and engineers who work with the Genesys Cloud CX platform and want to validate their skills and knowledge. Genesys Cloud CX: Architect Certification certification is also beneficial for organizations looking to hire professionals with expertise in the Genesys Cloud CX platform.

Genesys GCX-ARC Certification Exam is an essential tool for architects and engineers who want to demonstrate their expertise in Genesys Cloud CX architecture. It provides a way for professionals to validate their skills and knowledge and demonstrate their commitment to ongoing professional development. By achieving certification, professionals can differentiate themselves in the job

market and gain a competitive advantage in their careers.

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Genesys Cloud CX: Architect Certification Sample Questions (Q12-Q17):

NEW QUESTION # 12
Which definition matches the After Call Work option Optional?

- A. 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.
- B. 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.
- 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: C

NEW QUESTION # 13
Select all the required parameters for configuring the Salesforce data actions. (Choose three.)

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

Answer: A,C,D

NEW QUESTION # 14
Select the types of scheduling available in Genesys Cloud. (Choose two.)

- A. Manual Scheduling
- B. Automated Scheduling
- C. All of the above
- D. Load based Scheduling

Answer: B,D

NEW QUESTION # 15
Which of the following components can be configured to read and write data from a CRM?

- A. Get Participant Data
- B. Set UUI Data

- C. Set Participant Data
- D. Call Data Action

Answer: C

NEW QUESTION # 16

Which type of call flow is used to create the call route that routes the incoming call to the respective ACD queue based on the customer's response?

- A. Inbound Call Flow
- B. Secure Call Flow
- C. In-queue Call Flow
- D. Outbound Call Flow

Answer: A

NEW QUESTION # 17

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