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## Genesys Cloud CX: Architect Certification Sample Questions (Q53-Q58):

### NEW QUESTION # 53

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

**Answer: B**

#### NEW QUESTION # 54

Which of the Performance views shows real-time data with historical metrics to give you both short term and long-term views?

- A. Reports
- B. All of the above
- **C. Dynamic Views**
- D. Dashboards

**Answer: C**

#### NEW QUESTION # 55

What is the maximum prompt file size you can upload?

- **A. 25 MB**
- B. 20 MB
- C. 50 MB
- D. 10 MB

**Answer: A**

#### NEW QUESTION # 56

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.

- **A. True**
- B. False

**Answer: A**

#### NEW QUESTION # 57

Select all the required parameters for configuring the Salesforce data actions. (Choose three.)

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

**Answer: A,B,C**

#### NEW QUESTION # 58

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