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Genesys Cloud CX: Architect Certification Sample Questions (Q59-Q64):

NEW QUESTION # 59

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

- A. Company Directory speech recognition
- B. Incomplete match timeout
- C. Enable speech recognition for the entire flow
- D. Complete match timeout

Answer: A

NEW QUESTION # 60

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

- A. IVR
- B. Telephony
- C. CRM
- D. DTMF

Answer: A

NEW QUESTION # 61

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".

- A. "He said, /" I will schedule the meeting for the specific time zone with AM // PM settings/"
- B. "He said, \ " I will schedule the meeting for the specific time zone with AM \\ PM settings\""
- C. "He said, \ ' I will schedule the meeting for the specific time zone with AM \\ PM settings\""
- D. He said, I will schedule the meeting for the specific time zone with AM \\ PM settings\

Answer: B

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Genesys Cloud CX: Architect Certification Sample Questions (Q25-Q30):

NEW QUESTION # 25

Select the types of scheduling available in Genesys Cloud. (Choose two.)

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

Answer: A,B

NEW QUESTION # 26

Your contact center wants to track the outcome of calls and chats. What can be configured within Genesys Cloud to provide this functionality?

- A. Wrap-up Codes
- B. Account Codes
- C. Resolution Codes
- D. Status

Answer: A

NEW QUESTION # 27

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

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

Answer: C

NEW QUESTION # 28

The Utilization feature of Genesys Cloud allows administrators to configure: (Choose three.)

- A. The media types that can interrupt current interactions that an agent is handling
- B. The maximum capacity that an agent may handle simultaneously for each supported media type
- C. The length of time that an agent may spend on each media type
- D. The after call work time for each media type
- E. The number of different media types that an agent may handle simultaneously

Answer: A,B,E

NEW QUESTION # 29

Select the categories of ACD skills which can be added to a user or interaction. (Choose two.)

- A. Roles
- B. Language
- C. Skills
- D. Queue

Answer: B,C

NEW QUESTION # 30

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