

# New GCX-ARC Exam Answers, Reliable GCX-ARC Real Exam

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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 GCX-ARC (Genesys Cloud CX: Architect Certification) Exam is a certification program designed to test the proficiency of professionals in the area of Genesys Cloud CX architecture. GCX-ARC exam validates the knowledge and skills necessary to design, implement, and manage Genesys Cloud CX. GCX-ARC Exam is intended for architects and engineers who are responsible for designing and implementing Genesys Cloud CX solutions for their organizations.

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## Genesys Cloud CX: Architect Certification Sample Questions (Q22-Q27):

### NEW QUESTION # 22

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

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

**Answer: B,D,E**

### NEW QUESTION # 23

To create, configure, and publish \_\_\_\_\_ call flow(s), an admin must have at least one contactlist and one wrap-up code configured.

- A. In-Queue
- B. Secure
- C. Inbound
- D. Outbound

**Answer: C**

### NEW QUESTION # 24

You want to create a call flow to get the customer's unique identification number. Select the correct action to accomplish the task.

- A. Collect Input
- B. Call Data Action
- C. Data Table Lookup
- D. Collect Data

**Answer: A**

### NEW QUESTION # 25

You are trying to create a new flow. Which option lists the correct sequence of steps?

1. Log on to Architect.
2. Click + Add to create a new flow.
3. In the Settings section, modify the settings and options as needed.
4. Select the type of flow.
5. Add the required tasks to the flow.
6. Add the required menu(s) to the flow.
7. Publish the flow.
8. Validate the flow.

- A. 1,4,2,3,6,5,7,8
- B. 1,4,3,2,6,5,8,7
- C. 1,4,2,3,6,5,8,7
- D. 1,3,2,4,6,5,8,7

**Answer: C**

### NEW QUESTION # 26

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

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

Answer: A,C

### NEW QUESTION # 27

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