Genesys

GCX-ARC
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• Product Version

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Question: 1

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

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

Answer: C

Question: 2

Which of the following selects the interaction path and enhances the caller's experience before agent assignment?

A. Prompts
B. Flow
C. DTMF
D. IVR

Answer: A

Question: 3

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

Question: 4

Select the container that holds an audio message and/or text-to-speech pairings on a "per language" basis.

A. Flow
B. IVR
C. Prompts
D. DTMF

Answer: C

Question: 5

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

Answer: D

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