



**Free Questions for GCX-ARC by ebraindumps**

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## Question 1

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**Question Type:** MultipleChoice

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

### Options:

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

### Answer:

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A, D, E

## Question 2

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**Question Type:** MultipleChoice

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Why must you create queues for ACD functionality to work?

**Options:**

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- A- Queues are the waiting lines for the agents who will be assigned interactions through ACD
- B- Queues provide ACD with a means to determine the skill level requirement of an interaction
- C- Queues are the waiting lines for interactions that are routed using ACD
- D- Queues match agents to an appropriate interaction using ACD

**Answer:**

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D

## Question 3

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**Question Type:** MultipleChoice

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

### Options:

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

### Answer:

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B

### Explanation:

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<https://help.mypurecloud.com/articles/specify-wrap-codes/>

## Question 4

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**Question Type: MultipleChoice**

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Which definition matches the After Call Work option Optional?

### Options:

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- 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 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.
- D-** 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.

### Answer:

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D

### Explanation:

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<https://help.mypurecloud.com/articles/configure-call-work-settings/>

## Question 5

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**Question Type:** MultipleChoice

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What browsers are supported for use with all Genesys Cloud features? (Choose two.)

**Options:**

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A- Internet Explorer

B- Firefox

C- Chrome

D- Safari

E- Opera

F- Avant

**Answer:**

---

B, C

**Explanation:**

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<https://help.mypurecloud.com/articles/genesys-cloud-requirements/>

## Question 6

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**Question Type:** MultipleChoice

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Where can you view agent evaluation scores, evaluation activity, and calibration activity in real time?

### Options:

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- A- Reports
- B- Performance>Agents
- C- Admin>Contact Center
- D- Admin>Quality

### Answer:

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D

### Explanation:

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<https://help.mypurecloud.com/articles/quality-administrator-dashboard/>

## Question 7

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**Question Type:** MultipleChoice

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Which of the following components can be added to scripts? (Choose all that applies.)

### Options:

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**A-** Visual Basic Control

**B-** Text

**C-** Call Flow

**D-** Checkbox

**E-** Web Page

**F-** Image

### Answer:

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B, D, E, F

### Explanation:

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<https://help.mypurecloud.com/articles/script-components/>

## Question 8

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**Question Type:** MultipleChoice

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

### Options:

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A- Language

B- Roles

C- Skills

D- Queue

### Answer:

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A, C

## Explanation:

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<https://help.mypurecloud.com/articles/add-acd-skill-language-user/>

## Question 9

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### Question Type: MultipleChoice

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What would you select from the Performance menu to view real-time statistics for all active campaigns?

## Options:

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- A- Scripts
- B- Campaign Management
- C- Outbound Campaigns
- D- Schedules

## Answer:

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C

## Explanation:

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<https://help.mypurecloud.com/articles/outbound-campaign-details-view/>

## Question 10

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### Question Type: MultipleChoice

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Which action is used to define the configuration of a window or dialog box that delivers database information to an agent in conjunction with an inbound or outbound call?

### Options:

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- A- Collect Input
- B- Set Screen Pop
- C- Call Data Action
- D- Set UI Data

**Answer:**

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B

## Question 11

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**Question Type:** MultipleChoice

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

**Options:**

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A- Secure

B- Inbound

C- In-Queue

D- Outbound

**Answer:**

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B

## Question 12

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**Question Type:** MultipleChoice

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How many ways are there to initiate a secure call flow?

**Options:**

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**A-** Two

**B-** Three

**C-** Four

**D-** Five

**Answer:**

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D

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