



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

**Shared by Rich on 06-03-2023**

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## Question 1

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**Question Type:** MultipleChoice

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If you navigate away from the page without saving the Script, you will not lose any work you have completed.

**Options:**

---

**A-** True

**B-** False

**Answer:**

---

A

## Question 2

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**Question Type:** MultipleChoice

---

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

long-term views?

**Options:**

---

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

**Answer:**

---

C

**Explanation:**

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<https://help.mypurecloud.com/articles/about-reports-views-and-dashboards/>

## Question 3

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**Question Type:** MultipleChoice

---

Which definition matches the After Call Work option Mandatory, Time-boxed no early exit?

### Options:

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- A-** 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.
- B-** 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.
- C-** 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.
- D-** 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.

### Answer:

---

D

### Explanation:

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

## Question 4

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**Question Type:** MultipleChoice

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Which definition matches the ACD Evaluation Method Best Available Skills?

### Options:

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- A-** Looks for the first available agent and ignores any skill requirements
- B-** Matches the interaction to the first available agent who has all of the requested skills
- C-** Evaluates the first 100 agents to find the agent with the highest average proficiency rating. The average is calculated using the agent's proficiency rating for each of the requested skills

### Answer:

---

C

### Explanation:

---

ACD routes interactions based on the highest average proficiency level for the requested skills. Genesys Cloud evaluates the first 100 agents to find the agent with the highest average proficiency rating. Genesys Cloud then calculates the average using the agent's proficiency rating for each of the requested skills.

## Question 5

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**Question Type:** MultipleChoice

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A system that routes interactions based on an algorithm which determines the best available agent for an interaction

**Options:**

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- A- Architect
- B- Automatic Call Distribution
- C- Call Routing
- D- Scheduling

**Answer:**

---

B

## Question 6

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**Question Type: MultipleChoice**

---

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

**Options:**

---

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

**Answer:**

---

C

**Explanation:**

---

<https://help.mypurecloud.com/articles/about-reports-views-and-dashboards/>

## Question 7

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**Question Type:** MultipleChoice

---

Which definition matches the After Call Work option Mandatory, Time-boxed no early exit?

### Options:

---

- A-** 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.
- B-** 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.
- C-** 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.
- D-** 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.

### Answer:

---

D

### Explanation:

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

## Question 8

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**Question Type:** MultipleChoice

---

If you navigate away from the page without saving the Script, you will not lose any work you have completed.

**Options:**

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**A-** True

**B-** False

**Answer:**

---

A

## Question 9

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**Question Type: MultipleChoice**

---

A system that routes interactions based on an algorithm which determines the best available agent for an interaction

**Options:**

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- A- Architect
- B- Automatic Call Distribution
- C- Call Routing
- D- Scheduling

**Answer:**

---

B

## Question 10

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**Question Type: MultipleChoice**

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Which definition matches the ACD Evaluation Method Best Available Skills?

**Options:**

---

- A-** Looks for the first available agent and ignores any skill requirements
- B-** Matches the interaction to the first available agent who has all of the requested skills
- C-** Evaluates the first 100 agents to find the agent with the highest average proficiency rating. The average is calculated using the agent's proficiency rating for each of the requested skills

**Answer:**

---

C

**Explanation:**

---

ACD routes interactions based on the highest average proficiency level for the requested skills. Genesys Cloud evaluates the first 100 agents to find the agent with the highest average proficiency rating. Genesys Cloud then calculates the average using the agent's proficiency rating for each of the requested skills.

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