Genesys GCX-ARC Practice Questions

Shared by Phelps on 26-10-2026

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Question 1

Question Type: MultipleChoice

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

Options:

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

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Answer:

C

Question 2

Question Type: MultipleChoice

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

Options:

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

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Answer:

B

Explanation:

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

Question 3

Question Type: MultipleChoice

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

Options:

A- Visual Basic Control
B- Text
C- Call Flow
D- Checkbox
E- Web Page
F- Image

Answer:

B, D, E, F

Explanation:

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

Question 4

Question Type: MultipleChoice

The interaction may not route properly if the default language skill is not selected.

Options:

A- True
B- False

Answer:

A

Question 5

Question Type: MultipleChoice

To route an incoming call based on the current time, _____ is the best method.

Options:

A- Inbound call flow
B- Scheduling
C- Call route
D- Callable time sets

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Answer:

C

Question 6

Question Type: MultipleChoice

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.

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Options:

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

Question 7

Question Type: MultipleChoice

Which of the following are valid response actions under Call Analysis Responses for Outbound Dialing? (Choose three.)

Options:

A- Transfer
B- Transfer to ACD Flow
C- Transfer to Outbound Flow
D- Transfer to Flow
E- Hangup
F- Transfer to Secure Flow

Answer:

A, B, F

Question 8

Question Type: MultipleChoice

Architect supplies a built-in _____ flow.

Options:

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

Answer:

C

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