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Genesys Cloud CX: Architect Certification

Genesys GCX-ARC

Version Demo

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QUESTION NO: 1

Which statements describe Architect prompts? (Choose three.)

A. A prompt can contain uploaded audio.

B. A prompt can contain text-to-speech text.

C. A prompt can contain language-specific resources.

D. A prompt transfers an interaction to an ACD queue.

ANSWER: A B C

Explanation:

A prompt can contain uploaded audio, **a prompt can contain text-to-speech text**, and **a prompt can contain language-specific resources** are correct. Prompts are reusable caller-facing resources that can be referenced in Architect flows. They allow an organization to centrally manage audio or text-to-speech messages used for greetings, menu instructions, disclosures, and announcements.

Prompt content is organized by language so that a flow can use the appropriate localized resource. A prompt does not itself transfer an interaction to an ACD queue; routing requires a flow action such as Transfer to ACD. See the Genesys Cloud documentation on prompts and adding a prompt.

QUESTION NO: 2

Which of the following are common uses of a Genesys Cloud data action in an Architect flow? (Choose three.)

A. Invoke an external REST service

B. Retrieve customer information from an external application

C. Update an external record

D. Execute a SQL statement directly from Architect

E. Create a text-to-speech prompt

ANSWER: A B C

Explanation:

Invoke an external REST service, **retrieve customer information from an external application**, and **update an external record** are correct. A data action uses a configured integration and API request to exchange information between Genesys Cloud and an external service. In Architect, the Call Data Action action invokes that configured data action while the flow is running.

For example, a flow can send a caller-provided account number to a CRM service, receive customer details in the response, and use those details for routing or personalization. A separate data action can send interaction information to an external application to create or update a record. Data actions do not directly execute SQL statements against a database from Architect, and they do not replace prompt or text-to-speech configuration. See About data actions integrations and the Call Data Action documentation.

QUESTION NO: 3

Which feature is a way to group and segregate objects used in the contact center, such as Architect flows, queues, users, and campaigns, within the same organization?

A. Prompts

B. Schedule

C. Divisions

D. Decision

ANSWER: C

Explanation:

Divisions is correct because Genesys Cloud uses divisions to organize and segregate contact-center resources within a single organization. A division is a logical grouping that can contain objects such as queues, users, Architect flows, campaigns, prompts, and other resources. This structure is particularly useful for organizations that need to separate resources by business unit, geographic region, brand, customer segment, or department while retaining one Genesys Cloud organization.

Divisions also work with Genesys Cloud authorization controls. Administrators can assign roles with division-specific scopes so that users can view, manage, or administer only the resources belonging to authorized divisions. For example, a contact-center administrator assigned access to one division can manage its queues and flows without being granted equivalent access to resources in another division. This supports delegated administration and helps apply appropriate operational and security boundaries across the organization. Genesys Cloud documentation describes divisions as a way to group objects and control access to those objects through division-aware permissions. See Genesys Cloud Divisions overview and Assign roles and divisions.

QUESTION NO: 4

Select the correct naming convention for a bulk import prompt if the admin wants to create a user prompt named “Welcome” that adds the audio within the .wav file under the English (United States) (en-us) language.

A. prompt user Welcome/en-us

B. prompt_user_Welcome/en-us

C. prompt user Welcome_en-us

D. prompt_user_Welcome_en-us

ANSWER: D

Explanation:

prompt_user_Welcome_en-us is the correct bulk-import filename convention. Genesys Cloud identifies the prompt type, prompt name, and language from underscore-delimited fields in the audio file name. The `prompt_user` prefix specifies that this is a user prompt, `Welcome` becomes the prompt’s name, and `en-us` assigns the uploaded audio to the English (United States) language. Therefore, when the audio file is named `prompt_user_Welcome_en-us.wav`, importing the file creates or updates the user prompt named Welcome and associates that recording with its en-US language variant. The `.wav` extension is the audio file format and follows the naming components shown in the answer text. This convention is important because Architect and prompt management use the filename metadata during bulk import to correctly classify the prompt and place its audio under the intended language, rather than relying on a separate manual language assignment. For the documented bulk prompt import naming format and supported prompt-management procedures, see Genesys Cloud: Import prompts and Genesys Cloud: Manage prompts.

QUESTION NO: 5

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

A. Scripts

B. Campaign Management

C. Outbound Campaigns

D. Schedules

ANSWER: C

Explanation:

Outbound Campaigns is the Performance-menu view used to monitor outbound campaign activity in real time. It provides a consolidated operational view of campaigns, allowing a supervisor or campaign administrator to see the current status and performance measures for active campaigns without opening each campaign's configuration individually. This is the appropriate place to check live campaign progress and quickly identify campaigns that need attention while they are running.

The view is intended for ongoing operational monitoring rather than campaign setup. Its real-time metrics help users assess campaign execution, such as the volume of dialing activity and outcomes being produced, and then drill into a specific campaign when more detail is needed. Genesys Cloud documentation describes the outbound campaign details and performance-monitoring workflow, including access to campaign information from the performance area: View outbound campaign details. For broader guidance on outbound campaign administration and monitoring in Genesys Cloud, see the About outbound dialing documentation.

QUESTION NO: 6

Which Architect function converts a value to a String for use in an expression?

A. ToString()

B. MakeDateTime()

C. FindSkill()

D. DataTableLookup()

ANSWER: A

Explanation:

ToString() is correct. This function converts a supported value to its String representation. It is useful when a flow must combine a non-string value with text, place a numeric value into participant data, or prepare data for use in a prompt or integration request.

For example, a flow can use `ToString(Flow.CustomerNumber)` when a numeric customer number must be included in a string expression. The function changes the representation of the value; it does not create a DateTime or perform a data-table lookup. See the Genesys Cloud ToString function reference and the Architect expression help.

QUESTION NO: 7

Which of the following are valid options under the Data category for Inbound call flows? (Choose four.)

A. Call Data Action

B. Call Back

C. Set Flow Outcome

D. Collect Input

E. Data Table Lookup

F. Get Participant Data

ANSWER: A C E F

Explanation:

In an inbound call flow, the Data category contains actions used to retrieve, set, look up, and process information while the flow is running. **Call Data Action** is valid because it invokes a configured Genesys Cloud data action, allowing the flow to exchange data with an external REST-based integration. **Data Table Lookup** is also a Data action and retrieves a value from an Architect data table using a lookup key, which is useful for maintaining business mappings directly in Genesys Cloud.

Get Participant Data is valid because it reads participant attributes associated with the interaction. These values can then be used by subsequent flow logic, such as decisions, prompts, routing choices, or data assignments. **Set Flow Outcome** belongs in this category because it records a flow outcome for the interaction, enabling outcome tracking and reporting for the customer journey handled by the flow. Together, these actions support the flow's data retrieval, integration, context handling, and outcome-recording needs. Genesys Cloud documents the available Architect actions and the participant-data action behavior in its Resource Center: Architect actions overview and Get Participant Data action.

QUESTION NO: 8

Which of the following can be accomplished by using the Test feature for an Architect flow? (Choose three.)

A. Simulate caller input

B. Review the path taken through the flow

C. Test draft logic before publishing

D. Route live production calls through an unpublished draft

E. Replace the currently published version without publishing

ANSWER: A B C

Explanation:

Simulate caller input, **review the path taken through the flow**, and **test draft logic before publishing** are correct. The Test feature enables a flow author to exercise the current saved flow design in a controlled environment. During a test, the author can provide representative inputs and observe how decisions, tasks, menus, and actions are processed.

Testing helps identify incorrect paths, missing configurations, and unexpected behavior before the flow is published for production use. A test session does not replace live interaction handling and does not cause the draft flow to take over an active inbound route. See the Genesys Cloud documentation on testing a flow and publishing a flow.