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Shared by Graves on 29-01-2024

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Question 1

Select all the required parameters for configuring the Salesforce data actions. (Choose three.)

Options:

A- Username

B- Access ID

C- Password

D- ARN Number

E- Token

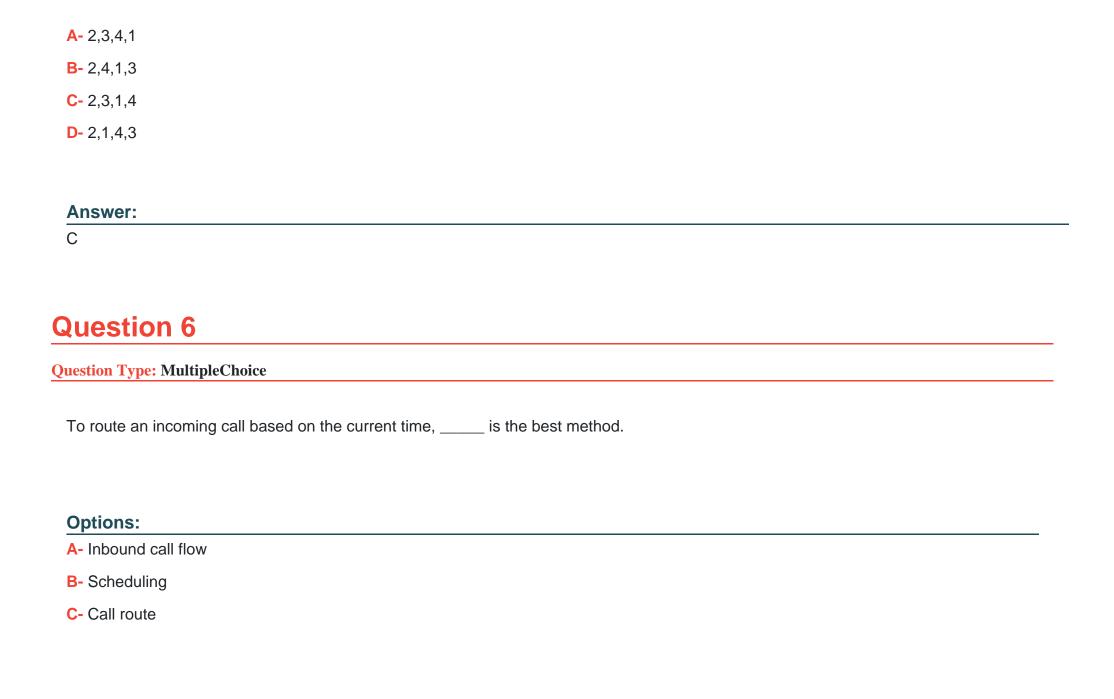## Answer:

A, C, E

Question 2

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

Question 3

Question Type: MultipleChoice

If you do not add an emergency flow, Genesys Cloud assumes the open flow to be the default emergency flow.

Options:

A- True

B- False

Answer:

B

Question 4

Question Type: MultipleChoice

When creating a schedule, which of these frequency types are available for the Repeating event feature? (Choose four.)

Options:

A- Daily

B- Weekly

C- Quarterly

D- Monthly

E- Hourly

F- Yearly

Answer:

A, B, D, F

Question 5

Question Type: MultipleChoice

Arrange the listed schedule groups based on call flow priority.

1. Closed

2. Emergency

3. Open

4. Holiday

Options:

A- 2,3,4,1

B- 2,4,1,3

C- 2,3,1,4

D- 2,1,4,3

Answer:

C

Question 6

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

Answer:

C

Question 7

Question Type: **MultipleChoice**

You are the administrator of a contact center and assigned to advertise an upcoming product to your customers. Choose all the correct options for this scenario. (Choose two.)

Options:

A- Use an outbound campaign to promote the product.

B- Use the directory feature for advertising the product.

C- Use the prompt feature to play the product details every time customer dials your contact center.

D- Use the data tables feature for advertising the product.

Question 8

Question Type: MultipleChoice

Select all the naming requirements for prompts. (Choose two.)

Options:

A- A prompt name can begin with a letter.

B- A prompt name can begin with a numeric or special character.

C- A prompt name can contain letters, underscore, and numbers.

D- A prompt name can contain spaces or special characters.

Answer:

A, C

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