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Question 1

Question Type: MultipleChoice

Select all the possible measurements for the selection timeout of every menu. (Choose two.)

Options:

A- Hours

B- Minutes

C- Seconds

D- Milliseconds

E- Microseconds

Answer:

B, C

Question 2

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.

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 3

Question Type: MultipleChoice

Select the container that holds an audio message and/or text-to-speech pairings on a "per language" basis.

Options:

A- Flow

B- IVR

C- Prompts

D- DTMF

Answer:

C

Question 4

Question Type: MultipleChoice

Which type of call flow is used to create the call route that routes the incoming call to the respective ACD queue based on the customer's response?

Options:

A- In-queue Call Flow

B- Inbound Call Flow

C- Outbound Call Flow

D- Secure Call Flow

Answer:

B

Question 5

Question Type: MultipleChoice

Which of the following selects the interaction path and enhances the caller's experience before agent assignment?

Options:

A- Prompts

B- Flow

C- DTMF

D- IVR

Answer:

A

Question 6

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

Answer:

C

Question 7

Question Type: **MultipleChoice**

What is the correct term for the setting that determines how long a caller can pause between entering digits in the IVR?

Options:

A- Timeout

B- Inter-Digit Timeout

C- No Entry Timeout

D- Menu Selection Timeout

Answer:

B

Question 8

Question Type: MultipleChoice

Changes in system prompts will take effect within a couple of minutes, whereas changes to user prompts may take up to an hour to take effect.

Options:

A- True

B- False

Answer:

A

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