

# Free Questions for GCX-ARC by go4braindumps

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# **Question 1**

**Question Type:** MultipleChoice

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

### **Options:**

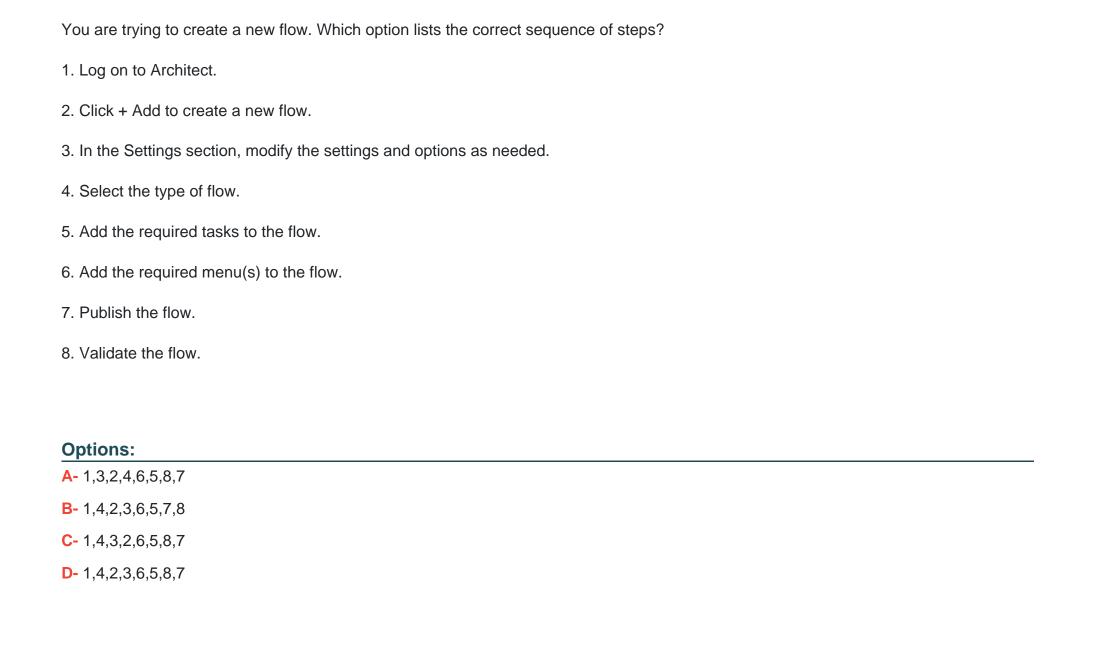
- A- Hours
- **B-** Minutes
- C- Seconds
- **D-** Milliseconds
- E- Microseconds

#### **Answer:**

B, C

# **Question 2**

**Question Type:** MultipleChoice



oleChoice	
that holds an audio message and/or text-to-speech pairings on a "per language" basis.	
•r	er that holds an audio message and/or text-to-speech pairings on a "per language" basis.

# **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:**

В

# **Question 5**

**Question Type:** MultipleChoice

Options:			
A- Prompts			
B- Flow			
C- DTMF			
D- IVR			
Answer:			
A			

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

# **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?

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- CRM C- IVR
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:	C- IVR
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:	
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:	D- Telephony
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:	
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:	
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:	Answer:
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:	C
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:	
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:	
What is the correct term for the setting that determines how long a caller can pause between entering digits in the IVR?  Options:	Question 7
Options:	Question Type: MultipleChoice
Options:	
	What is the correct term for the setting that determines how long a caller can pause between entering digits in the IVR?
A- Timeout	Ontions:
	Οριίσιο.

B- Inter-Digit Timeout
C- No Entry Timeout
D- Menu Selection Timeout
Answer:
В
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 ta effect.
Options:
A- True
B- False

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