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Genesys Cloud CX: Developer Certification Sample Questions (Q22-Q27):

NEW QUESTION # 22

Which of the following statements is NOT true regarding numbering plan?

- A. Numbering plan can be added or modified based on the organizational requirements
- **B. It has to be created manually**
- C. It is a telecommunication scheme where telephone numbers are assigned to subscribers and telephony endpoints.
- D. Numbering plan is also known as a dial plan.

Answer: B

Explanation:

This statement is not true. In Genesys Cloud CX, numbering plans (or dial plans) can be created automatically using default settings or manually configured as needed. They are flexible and can be modified based on organizational requirements, but manual creation is not mandatory.

NEW QUESTION # 23

The purpose of the Genesys Cloud CX API Change Management Policy is to articulate the agreement between our customers, partners, and the Genesys Cloud CX development team regarding API management and notification changes. Choose all the Genesys Cloud CX API Change Types applicable to this scenario. (Choose four.)

- A. Breaking
- B. Deprecations
- C. Emergency
- D. Non-Breaking
- E. New feature
- F. Minor Bugs

Answer: A,B,D,E

Explanation:

The Genesys Cloud CX API Change Management Policy categorizes changes as Breaking, Non-Breaking, New Feature, and Deprecations to define how changes are introduced and communicated. These types help manage expectations around compatibility, feature rollout, and transition periods for customers and partners.

NEW QUESTION # 24

By default, Line Recording is disabled.

- A. False
- B. True

Answer: B

Explanation:

In Genesys Cloud CX, Line Recording is disabled by default. To enable automatic recording of calls, the telephony administrator must configure the system by enabling recording on the SIP trunk. Without this configuration, calls are not automatically recorded. Reference: <https://help.mypurecloud.com/articles/recording-in-genesys-cloud/>

NEW QUESTION # 25

Which of the following is NOT a Genesys Cloud CX Collaborate feature?

- A. Content Management
- B. Text Chat
- C. Video Chat
- D. AI Chat

Answer: D

Explanation:

Genesys Cloud CX Collaborate includes features such as text chat, video chat, and content management, enabling users to communicate and share information effectively. However, AI Chat is not a feature of Collaborate.

NEW QUESTION # 26

Genesys provides a set of developer tools to test and fine-tune your requests to access Genesys Cloud CX APIs. Select all the developer tools in the following list. (Choose three.)

- A. Archy
- B. Reports
- C. Notifications
- D. API Explorer

Answer: A,C,D

Explanation:

API Explorer: This tool allows developers to interactively explore and test Genesys Cloud CX APIs, facilitating the development and debugging of API requests.

Notifications: This feature enables developers to subscribe to event notifications from Genesys Cloud CX, allowing real-time monitoring and response to system events.

Archy: A command-line tool provided by Genesys for managing and deploying Architect flows, aiding developers in automating flow deployment processes.

NEW QUESTION # 27

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