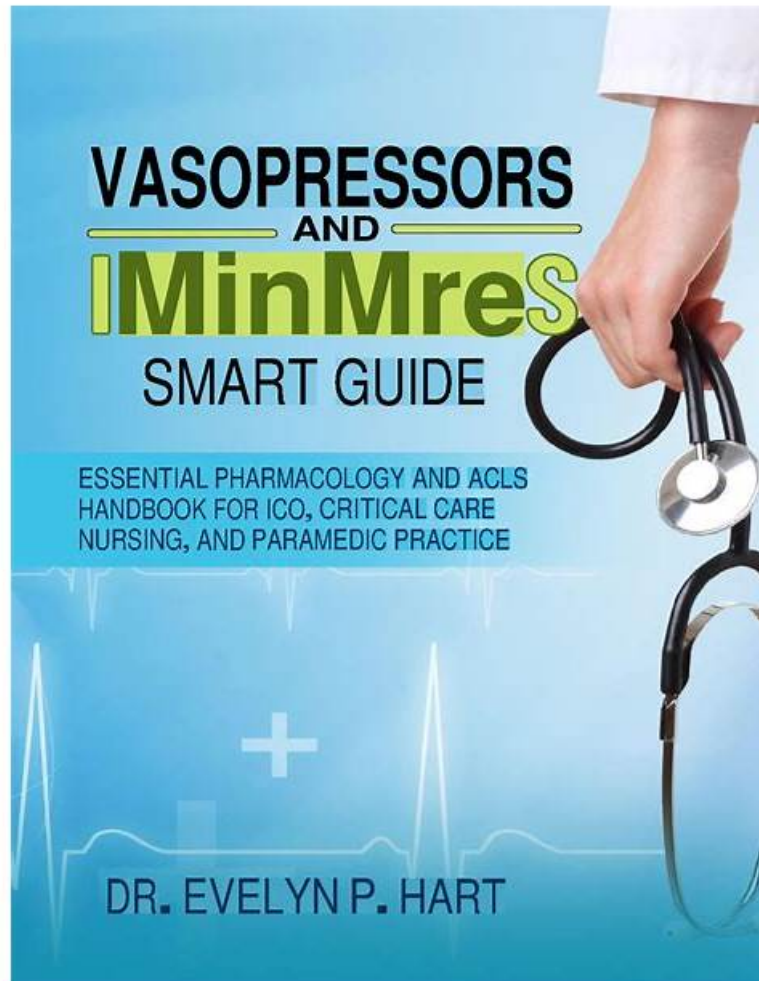


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Genesys Cloud CX: Developer Certification Sample Questions (Q27-Q32):

NEW QUESTION # 27

Which Genesys Cloud CX feature presents caller info to an agent and allows the user to update or collect the information?

- A. Toast pop-ups
- **B. Scripts**
- C. Dialog boxes
- D. IVR prompts

Answer: B

Explanation:

Scripts in Genesys Cloud CX present caller information to agents and can guide them through interactions by allowing data collection or updates during the call, enhancing consistency and efficiency.

NEW QUESTION # 28

If a WebSocket gets closed due to any issue, the events sent by Genesys Cloud CX are automatically queued and sent once the WebSocket is open again.

- **A. False**
- B. True

Answer: A

Explanation:

In Genesys Cloud CX, if a WebSocket connection is closed due to any issue, events are not automatically queued and sent once the WebSocket is reopened. Instead, the client is responsible for detecting the disconnection and re-establishing the connection. Upon reconnection, the client must resubscribe to the necessary topics to continue receiving events. Any events that occurred during the downtime are not automatically resent; therefore, implementing a robust reconnection and resubscription strategy is crucial to ensure no critical events are missed.

NEW QUESTION # 29

From the _____ page, you can monitor the number of API requests in the built-in dashboard.

- **A. Performance > Dashboards**
- B. Performance > My Performance
- C. Performance > Bot Performance
- D. Performance > API Usage

Answer: A

Explanation:

The Performance > API Usage page in Genesys Cloud CX provides a built-in dashboard that allows you to monitor the number of API requests, helping you track usage trends, detect anomalies, and manage limits effectively.

NEW QUESTION # 30

The typing notifications can be sent to the chat window using a POST with the _____.

- A. Member ID

- B. Conversation ID + Member ID + Session ID
- **C. Conversation ID + Member ID**
- D. Conversation ID + Session ID

Answer: C

Explanation:

In Genesys Cloud CX, to send typing notifications to the chat window, you use a POST request to the `/api/v2/conversations/{conversationId}/participants/{participantId}/typingendpoint`. This requires both the Conversation ID and the Participant (Member) ID to correctly identify and notify the specific participant within the conversation.

NEW QUESTION # 31

Which protocol is used to transport digitized audio?

- A. TCP
- B. SIP over UDP
- C. TLS
- **D. RTP over UDP**

Answer: D

Explanation:

Genesys Cloud CX uses RTP (Real-time Transport Protocol) over UDP to transport digitized audio during voice interactions. RTP ensures real-time delivery, while UDP provides low-latency transmission, making it ideal for voice communication.

NEW QUESTION # 32

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