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## Genesys Cloud CX: Developer Certification Sample Questions (Q33-Q38):

### NEW QUESTION # 33

Which dialing mode dials multiple contacts once an agent becomes available?

- A. Agentless
- B. Power
- C. Progressive
- **D. Predictive**

**Answer: D**

Explanation:

The Predictive dialing mode in Genesys Cloud CX places multiple calls per available agent and uses algorithms to predict agent availability, aiming to maximize agent talk time by reducing idle time between calls.

#### NEW QUESTION # 34

Which of the following statements defines a fatal question in an Evaluation Form?

- A. Fatal questions are critical questions. If scored No, the agent will be removed from the queue.
- B. Fatal questions are weighted higher than non-fatal questions.
- C. Fatal questions are the same as critical questions.
- **D. Fatal questions are critical questions. If scored "No", the evaluation score will be zero.**

**Answer: D**

Explanation:

In Genesys Cloud CX, a fatal question on an Evaluation Form is designed to reflect a critical requirement. If the evaluator scores "No" on such a question, the agent receives a zero for the entire evaluation, regardless of other responses.

#### NEW QUESTION # 35

Which of the following statements are true? (Choose two.)

- **A. Genesys Cloud CX allows recording downloads using Platform Recording APIs.**
- B. Genesys Cloud CX does not allow integrations for cloud storage.
- **C. Genesys Cloud CX allows cloud storage using integration.**
- D. Genesys Cloud CX maintains the recordings and the metadata indefinitely.

**Answer: A,C**

Explanation:

Genesys Cloud CX provides Platform Recording APIs that enable users to download recordings programmatically. This allows for efficient retrieval and management of recorded interactions.

Genesys Cloud CX supports integrations with cloud storage services, such as AWS S3, allowing organizations to store recordings externally. This facilitates bulk downloading and long-term storage of recordings.

#### NEW QUESTION # 36

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. True
- **B. False**

**Answer: B**

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 # 37

What level of permissions does a user require to view the organization settings?

- A. Supervisor
- B. All of the above
- C. Agent

- **D. Admin**

**Answer: D**

Explanation:

In Genesys Cloud CX, users require administrative privileges to access and manage organization settings.

This access is typically granted through the Admin role, which provides the necessary permissions to view and modify organization-wide configurations. Agent and Supervisor roles do not inherently possess these permissions.

## NEW QUESTION # 38

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