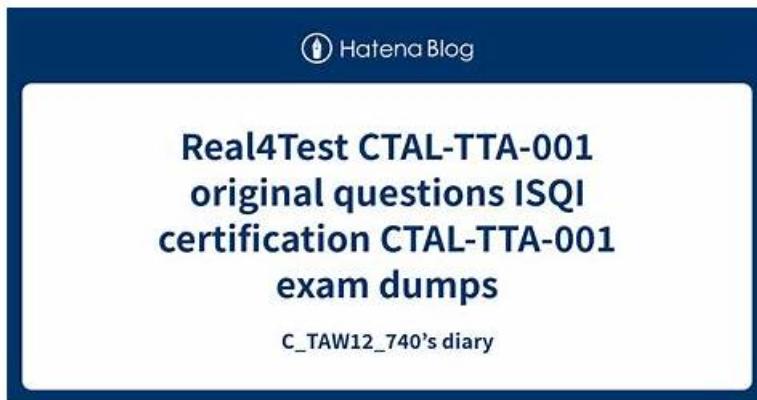


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Genesys Cloud CX: Developer Certification Sample Questions (Q34-Q39):

NEW QUESTION # 34

You can schedule a callback using a POST request to /api/v2/conversations/callbacks. The only required parameters when creating a callback are "callback number" and either "queueld" or "routingData".

What is the difference between "queueld" and "routingData"?

- A. routingData can set the callbackScheduledTime but not if queueld is used.
- B. queueld can be used for basic ACD routing to a queue, and routingData can be used for more advanced routing settings.
- C. queueld can set a list of phone numbers for the callback but not if routingData is used.
- D. routingData can be used for basic ACD routing to a queue and queueld can be used for more advanced routing settings.

Answer: B

Explanation:

In Genesys Cloud CX, when scheduling a callback via a POST request to /api/v2/conversations/callbacks, you can specify

eitherqueueIdorroutingData:

queueId: This parameter is used for basic routing, directing the callback to a specific queue by its unique identifier. It facilitates straightforward ACD (Automatic Call Distribution) routing without additional routing attributes.

routingData: This parameter allows for more advanced routing configurations. It enables the inclusion of additional routing attributes such as skills, languages, or other criteria, providing greater control over how the callback is routed within the system.

NEW QUESTION # 35

Where do you add the list of IP or CIDR addresses which are allowed or denied access to an External or Phone Trunk?

- A. Calling
- B. Outbound
- **C. SIP Access Control**
- D. Availability

Answer: C

Explanation:

In Genesys Cloud CX, SIP Access Control is where you configure the list of IP or CIDR addresses that are allowed or denied access to an External or Phone Trunk, ensuring secure and controlled SIP communication.

NEW QUESTION # 36

Disabling file attachments in chat is related to _____.

- **A. Security and Compliance**
- B. Global Settings
- C. Chat Settings

- D. Telephony

Answer: A

Explanation:

Disabling file attachments in chat is managed under Security and Compliance settings in Genesys Cloud CX, where administrators control data sharing options to meet organizational security policies.

NEW QUESTION # 37

You can add a new Prompt using API endpoints.

- A. True
- B. False

Answer: A

Explanation:

In Genesys Cloud CX, you can programmatically add new prompts using the Architect API. The process involves three main steps:

1. Create the Prompt Object: Use the API to create a new prompt entity.
2. Create the Prompt Resource: Add a language-specific resource to the prompt, which can include text-to-speech (TTS) or audio content
3. Upload the Prompt's Media File: If using audio files, upload the media file to the prompt resource.

NEW QUESTION # 38

Which of the following are commonly used in Voice over IP (VoIP) or internet communication systems?

- A. Gateway
- B. SIP
- C. Outbound Proxy
- D. WebRTC

Answer: B,D

Explanation:

SIP (Session Initiation Protocol) Trunks: These are used to connect the Genesys Cloud CX platform to external telephony systems, such as carriers or on-premises equipment, facilitating voice communication over IP networks.

WebRTC Trunks: These are utilized for WebRTC-based communications, enabling real-time voice and video interactions directly through web browsers without the need for additional plugins or software.

Reference: <https://help.mypurecloud.com/video/create-a-sip-phone-trunk-2/>

NEW QUESTION # 39

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