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## Genesys Cloud CX: Developer Certification Sample Questions (Q60-Q65):

### NEW QUESTION # 60

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

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

**Answer: A,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 # 61

Routing is a part of customer communication that connects the customer with an appropriate automated resource or agent.

- A. True
- B. False

**Answer: A**

Explanation:

Routing in Genesys Cloud CX directs customer interactions to the most suitable automated system or human agent based on defined rules, skills, or availability, ensuring efficient and effective communication handling.

#### NEW QUESTION # 62

As the Genesys Cloud CX product grows, additions are made to the API to support new features in the form of new resources, new HTTP methods for existing resources, and so on.

When breaking changes are necessary, they are deferred to the next major revision of the API, whenever possible.

- A. True
- B. False

**Answer: A**

Explanation:

Genesys Cloud CX aims to minimize breaking changes to maintain backward compatibility for its users.

When breaking changes are necessary, they are typically deferred until the next major revision of the API, ensuring a smoother transition for developers and users.

#### NEW QUESTION # 63

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

**Answer: A,C,E,F**

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 # 64

If no content type is mentioned in a request, Genesys Cloud CX responds to the request in \_\_\_\_\_ format.

- A. XML
- B. JSON
- C. CVS
- D. YAML

**Answer: B**

Explanation:

Genesys Cloud CX APIs default to JSON format for responses when no specific content type is mentioned in the request, as JSON is the standard data interchange format used across its RESTful API platform.

## NEW QUESTION # 65

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