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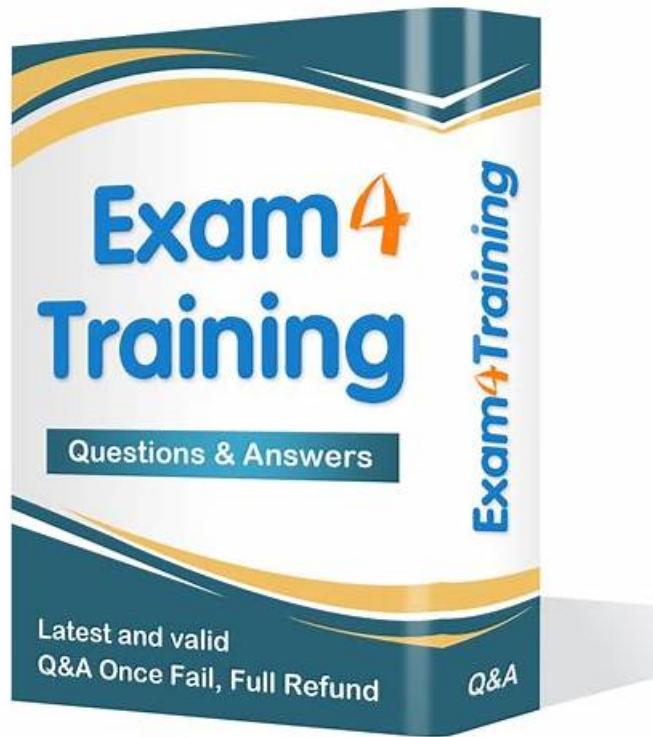
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Genesys Cloud CX: Developer Certification Sample Questions (Q54-Q59):

NEW QUESTION # 54
AudioHook requires specialized libraries and services for orchestration, load balancing, serialization and session management.

- A. True
- B. False

Answer: B

Explanation:
AudioHook Monitor in Genesys Cloud CX doesnotrequire specialized libraries or services for orchestration, load balancing, serialization, or session management. It is designed to stream voice interactions to third-party services in near real-time without the need for additional infrastructure.
Reference:https://help.mypurecloud.com/articles/audiohook-monitor-overview/

NEW QUESTION # 55
Where can you view agent evaluation scores, evaluation activity, and calibration activity in real time?

- A. Performance > Workspace > Dashboards
- B. Admin > Quality
- C. Admin > Contact Center
- D. Performance > Overview (Evaluations]

Answer: A

Explanation:
In Genesys Cloud CX, to view agent evaluation scores, evaluation activity, and calibration activity in real time, navigate toPerformance > Workspace > Dashboards. This path provides access to the Quality Administrator dashboard, which offers comprehensive insights into these metrics.
Reference:https://help.mypurecloud.com/articles/quality-administrator-dashboard/

NEW QUESTION # 56
When you reply to an email message, you can attach a file to send with the email reply.
What is the maximum message size, including attachments? How can you work around this limitation?

- A. 20 MB per message (after base64 encoding) You can work around this limitation by splitting the files and sending several email interactions.
- B. 40 MB per message (after base64 encoding) You can work around this limitation by including links to large documents stored in Content Management.
- C. 5 MB per message (after base64 encoding) with no workaround.
- D. 20 MB per message (after base64 encoding) You can work around this limitation by including links to any third-party cloud storage service.
- E. 40 MB per message (after base64 encoding) with no workaround

Answer: B

Explanation:
Genesys Cloud CX enforces a maximum outgoing message size of 40 MB, including attachments, after base64 encoding. Base64 encoding increases the size of the original files by approximately 33%, so the combined size of the email body and attachments should be around 29 MB before encoding to stay within the limit. To manage larger files, you can upload them to Genesys Cloud Documents and include links to these documents in your email, effectively bypassing the attachment size limitation.
Reference:https://help.mypurecloud.com/faqs/acd-email-message-attachment-size-limits/

NEW QUESTION # 57
Which of the following is NOT a Genesys Cloud CX Collaborate feature?

- A. Video Chat

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

Answer: C

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 # 58

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 # 59

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