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Genesys Cloud CX: Developer Certification Sample Questions (Q57-Q62):

NEW QUESTION # 57

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

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

Answer: B

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 # 58

Genesys provides a set of developer tools to test and fine-tune your requests to access Genesys Cloud CX APIs. Select all the developer tools in the following list. (Choose three.)

- A. Archy
- B. API Explorer
- C. Notifications
- D. Reports

Answer: A,B,C

Explanation:

API Explorer: This tool allows developers to interactively explore and test Genesys Cloud CX APIs, facilitating the development and debugging of API requests.

Notifications: This feature enables developers to subscribe to event notifications from Genesys Cloud CX, allowing real-time monitoring and response to system events.

Archy: A command-line tool provided by Genesys for managing and deploying Architect flows, aiding developers in automating flow deployment processes.

NEW QUESTION # 59

What type of trunk would you configure to connect to AudioCodes phones?

- A. Network interface trunk
- B. Phone trunk
- C. External trunk
- D. WebRTC phone trunk

Answer: C

Explanation:

To connect to AudioCodes phones, which typically function as external SIP devices, you would configure an External trunk in Genesys Cloud CX. This allows SIP communication between Genesys Cloud and the AudioCodes device.

NEW QUESTION # 60

While creating a query to fetch conversation data, and interval of up to _____ days can be applied for a query with no filter.

- A. 0
- B. 1
- C. 2
- D. 3

Answer: B

Explanation:

In Genesys Cloud CX, when creating a query to fetch conversation data without any filters, you can specify an interval of up to seven days. This means you can retrieve conversation data spanning the past seven days, including today.

Reference:<https://developer.genesys.cloud/analyticsdatamanagement/analytics/detail/conversation-query>

NEW QUESTION # 61

Why are Divisions important in an organization?

- A. Divisions are used to divide interactions equally between 2 or more queues.

- B. Divisions allow the organization to control which roles can be assigned to users.
- C. Divisions define which users can be assigned to queues.
- D. Divisions allow grouping and segregation of objects while keeping them inside the same organization.

Answer: D

Explanation:

In Genesys Cloud CX, Divisions enable organizations to logically separate and control access to various resources (like users, queues, flows) within the same org, supporting data security and operational boundaries.

NEW QUESTION # 62

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