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Genesys Cloud CX: Developer Certification Sample Questions (Q53-Q58):

NEW QUESTION # 53

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

- A. False
- **B. True**

Answer: B

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 # 54

To get the recordingId for a conversation, which information should be included in the missing section of the URL.

https://api/v2/conversations/{____}/recordings

- **A. Conversation**
- B. DBID
- C. RecordingId
- D. ivrId

Answer: A

Explanation:

<https://api/v2/conversations/{conversationId}/recordings>. You need to include the Conversation ID, not a recording ID or database ID, to retrieve the associated recordings for that specific conversation.

NEW QUESTION # 55

Which of the following is NOT a Genesys Cloud CX Collaborate feature?

- A. Content Management
- B. Video Chat
- **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 # 56

Error 400 by Notification service means the channel has been idle for 24 hours.

- A. False
- **B. True**

Answer: B

Explanation:

In Genesys Cloud CX, a notification channel remains active for 24 hours. If the channel is not renewed within this period, attempts to use it will result in a 400 error. To maintain an active channel beyond 24 hours, you must resubscribe to the topics before the channel expires. This can be achieved by sending a POST request to [/api/v2/notifications/channels/{channelId}/subscriptions](https://api/v2/notifications/channels/{channelId}/subscriptions) with an empty array as the body, effectively extending the channel's validity for another 24 hours. Implementing a recurring task to perform this resubscription every 23 hours is recommended to ensure continuous operation.

NEW QUESTION # 57

The typing notifications can be sent to the chat window using a POST with the _____.

- A. Conversation ID + Session ID
- B. Member ID
- **C. Conversation ID + Member ID**
- D. Conversation ID + Member ID + Session ID

Answer: C

Explanation:

In Genesys Cloud CX, to send typing notifications to the chat window, you use a POST request to the `/api/v2/conversations/{conversationId}/participants/{participantId}/typingendpoint`. This requires both the Conversation ID and the Participant (Member) ID to correctly identify and notify the specific participant within the conversation.

NEW QUESTION # 58

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