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Genesys Cloud CX: Scripting Certification Sample Questions (Q36-Q41):

NEW QUESTION # 36
Select the default page name which the editor automatically adds when you create a new script.

- A. Start Page
- B. Script Page
- C. Home Page

Answer: A

Explanation:
The default page name that the editor automatically adds when you create a new script in Genesys Cloud CX is Start Page. This page serves as the initial landing page of the script, and it typically contains the first set of instructions or content that the agent will see when the script is launched.

NEW QUESTION # 37
Allen is creating a script to populate the customer's details. He needs to display the total due from the previous month's bill and the present month's bill to the agent. Both bill amounts are passed to the scripts as string values. Select the appropriate answer.

- A. Add the bill amounts together using the String variable.
- B. Use the Dynamic Number variable to add the bill amounts.
- C. Use the Dynamic String variable to add the billing amount.
- D. Convert the string values to numbers and add them using a Dynamic Number variable.

Answer: D

Explanation:
When dealing with billing amounts passed as string values in a script, the correct approach is to convert the string values to numbers and then add them using a Dynamic Number variable. This ensures that the values are treated as numerical data, allowing for accurate addition and calculations.
Using a Dynamic Number variable after conversion from string to number is the best practice for handling and manipulating numerical data within a script.
References:
* Genesys Cloud CX Scripting Variables and Data Types Documentation.

NEW QUESTION # 38
Using the _____ action in scripts, you can temporarily stop recording the interaction.

- A. Hold
- B. Secure Pause
- C. Secure Hold
- D. Stop Recording

Answer: B

Explanation:
The Secure Pause action in Genesys Cloud CX is used to temporarily stop the recording of an interaction, particularly when sensitive information, such as payment details, is being collected. This action is essential for compliance with data protection regulations like PCI-DSS, ensuring that sensitive data is not recorded or stored.
Using Secure Pause ensures that the recording is automatically resumed after the sensitive information has been captured, maintaining the integrity of the interaction while protecting customer data.

NEW QUESTION # 39
Select the default page name which the editor automatically adds when you create a new script.

- A. Start Page
- B. Script Page
- C. Home Page

Answer: A

Explanation:
The default page name that the editor automatically adds when you create a new script in Genesys Cloud CX is Start Page. This page serves as the initial landing page of the script, and it typically contains the first set of instructions or content that the agent will see when the script is launched.

NEW QUESTION # 40

Once you set the page name in the script, you cannot change it later.

- A. False
- B. True

Answer: A

Explanation:

In Genesys Cloud CX, once you set the page name in a script, you can change it later if needed. The platform allows for flexibility in managing and editing scripts, including renaming pages to better reflect their content or purpose as the script evolves.
References:
* Genesys Cloud CX Scripting Documentation.

NEW QUESTION # 41

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