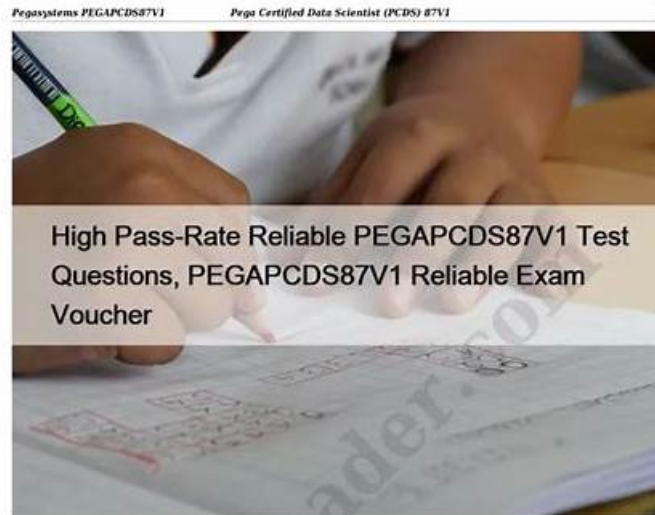


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Genesys Cloud CX: Developer Certification Sample Questions (Q54-Q59):

NEW QUESTION # 54

John Smith developed a Genesys Cloud CX web application that is currently being used successfully by thousands of agents in North America at Global Software Company. Recently, Global Software Company decided to deploy the solution for its agents in Europe. However, agents are not able to log in.

What is likely to be the cause?

- A. The OAuth client does not have the required scope.
- B. The Client ID has expired.
- C. The web app does not have an OAuth client created for that region.
- D. There is no client Secret associated to the OAuth client.

Answer: C

Explanation:

Genesys Cloud CX operates in separate regional environments (e.g., North America, EMEA, APAC). OAuth clients are region-specific, meaning an OAuth client created for North America won't authenticate users in Europe. To resolve this, a new OAuth client must be created in the European region's environment.

NEW QUESTION # 55

In Code Authorization grant OAuth flow, a code is exchanged for a token.

- A. False
- B. True

Answer: B

Explanation:

In the Authorization Code grant OAuth flow, the client receives an authorization code after user authentication, which is then exchanged for an access token. This is a standard and secure method used in Genesys Cloud CX for server-side applications.

NEW QUESTION # 56

You can combine Genesys Cloud CX Voice and BYOC Cloud to get the benefits of both cloud telephony connection options.

- A. False
- B. True

Answer: B

Explanation:

You can combine Genesys Cloud CX Voice and BYOC Cloud to leverage the benefits of both cloud telephony connection options. This hybrid approach allows organizations to utilize Genesys' fully managed telephony service while maintaining relationships with existing carriers.

NEW QUESTION # 57

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

Answer: E

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 # 58

Which Genesys Cloud CX feature helps reduce wait time for each call?

- A. Workforce Management
- B. IVR
- C. Automatic Call Distribution
- D. Skill-based Routing

Answer: C

Explanation:

Automatic Call Distribution (ACD) reduces wait time by efficiently routing incoming calls to the next available and most appropriate agent, minimizing idle time and ensuring quicker response for each customer.

NEW QUESTION # 59

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