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## Genesys Cloud CX: Developer Certification Sample Questions (Q47-Q52):

### NEW QUESTION # 47

What type of Analytics API query would you use to determine how many interactions are ongoing/waiting right now as well as which agents are available?

- A. Conversation Detail Record query
- B. Flow Aggregates query
- C. Conversation Aggregates query
- D. Queue Observations query

**Answer: D**

Explanation:

The Queue Observations query in Genesys Cloud CX provides real-time metrics such as the number of interactions currently ongoing or waiting in a queue and the number of agents available, making it ideal for live queue monitoring.

### NEW QUESTION # 48

Which of the following attributes ensure that the interactions are routed to the most qualified agent? (Choose two.)

- A. Index Ratings
- B. Knowledge levels
- C. Medians
- D. Skills
- E. Languages

**Answer: E**

Explanation:

Genesys Cloud CX uses attributes like agent language proficiency and defined skills (e.g., product knowledge, technical expertise) to route interactions to the most qualified agent, ensuring better customer service outcomes.

### NEW QUESTION # 49

How do you represent your organization when you contact the Genesys Cloud CX support team?

- A. Organization ID
- B. ID
- C. Company Name
- D. Agent Name

**Answer: A**

Explanation:

When contacting the Genesys Cloud CX support team, you represent your organization using the Organization ID, which uniquely identifies your Genesys Cloud instance and helps support quickly access your account details.

### NEW QUESTION # 50

A number plan determines how many and which digits are necessary for call routing.\

- A. False

- **B. True**

**Answer: B**

Explanation:

In Genesys Cloud CX, a number plan defines the structure of dialed numbers, including how many digits are expected and which patterns should be matched to properly route calls. This ensures consistent and accurate call handling across the system.

#### NEW QUESTION # 51

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

**Answer: D**

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 # 52

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