Genesys
GEOP-CR
Engage on-premises Composer Routing Certification

Questions&AnswersPDF

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Question: 1

What two configurations are required before testing a Composer routing application?
(Choose two)
Response:

A. Setting Tomcat preferences
B. Defining UCS interaction logs
C. Configuring the routing point in Configuration Server
D. Setting the WebDAV server for testing

Answer: A,C

Question: 2

Which Composer function is commonly used to retrieve a list of agent groups from the configuration
database?
Response:

A. GetGroupData()
B. GetAgentList()
C. GetList()
D. RetrieveData()

Answer: C

Question: 3

What is the purpose of an Entry Block in a Composer routing application?
Response:

A. To route interactions to virtual queues
B. To mark the starting point of a workflow
C. To attach interaction metadata for reporting
D. To terminate a session

Answer: B

Question: 4

What two steps are required to use the Assign Block effectively in a workflow?
(Choose two)
Response:

A. Defining variables in the workflow
B. Setting values dynamically during workflow execution
C. Assigning default values to system variables
D. Configuring interaction data paths

Answer: A,B

Question: 5

What two elements are critical for generating accurate reports in Composer workflows?
(Choose two)
Response:

A. Capturing interaction metadata during processing
B. Logging agent availability in the routing workflow
C. Storing interaction data in UCS or an external database
D. Encrypting interaction logs before storage

Answer: A,C

Question: 6

Which block in Composer is commonly used to create inbound voice routing applications?
Response:

A. Target Block
B. User Data Block
C. Entry Block
D. Assign Block

Answer: C

Question: 7

How is custom ECMAScript typically used in Composer workflows?
Response:

A. To create advanced routing logic
B. To deploy workflows to a Configuration Server
C. To configure multimedia queues
D. To validate database connections

Answer: A

Question: 8

Which two log message types are critical for diagnosing target selection issues?
(Choose two)
Response:

A. URS logs: "Target Selection"
B. ORS logs: "InteractionTimeout"
C. Event logs: "RouteCallError"
D. DBServer logs: "QueryExecutionError"

Answer: A,C

Question: 9

Which attribute is used to set the routing priority of an interaction?
Response:

A. system.ANI
B. interaction.Priority
C. session.RoutingTarget
D. system.DNIS

Answer: B

Question: 10

What is the purpose of the Target Block in a Composer workflow?
Response:

A. To define the starting point of a workflow
B. To specify routing targets for interactions

C. To store interaction data for reporting
D. To encrypt metadata during routing

Answer: B

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