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Genesys GEOP-SDK

Engage on-premises Platform SDK Certification

Questions&AnswersPDF

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Question: 1

What is a key feature of the Interaction Server in the Open Media Platform SDK?

Response:

- A. Managing routing workflows for voice interactions
- B. Handling media interactions such as email, chat, and social media
- C. Encrypting multimedia interaction data for compliance
- D. Generating interaction volume reports for UCS

Answer: B

Question: 2

Name three Events associated with a Call state on an Extension DN?

Response:

- A. Event Ringing
- B. Dialing
- C. EventLinkConnect
- D. Hold
- E. Error

Answer: A,B,D

Question: 3

Which Genesys component receives events from clients for centralised logging?

Response:

- A. Message Server
- B. LCA
- C. SCS
- D. UCS

Answer: A

Question: 4

Name the component responsible for checking the centralised log events to see when an alarm needs activating?

Response:

- A. LCA
- B. Message Server
- C. UCS
- D. SCS

Answer: B

Question: 5

How does WWE differ from WDE in terms of SIP Endpoint SDK capabilities?

Response:

- A. WWE supports advanced customization for SIP endpoints, while WDE only supports basic configurations.
- B. WWE supports basic customization, while WDE provides advanced SIP endpoint customization options.
- C. Both WWE and WDE support the same level of SIP endpoint customization.
- D. WWE does not support SIP endpoint customization.

Answer: B

Question: 6

What features make T-Lib a reliable protocol for Stat Server communication?

(Choose two)

Response:

- A. Low-latency delivery of real-time statistics
- B. Secure encryption of interaction logs
- C. Compatibility with multiple Genesys components
- D. Support for multimedia interaction types

Answer: A,C

Question: 7

Which Genesys component monitors the status of the localhost and applications?

Response:

- A. Message Server
- B. LCA
- C. SCS
- D. UCS

Answer: B

Question: 8

Which Genesys component handles the starting and stopping of solutions?

Response:

- A. LCA
- B. SCS
- C. Message Server
- D. UCS

Answer: B

Question: 9

What are events can be returned from connecting to a T-Server?

Response:

- A. EventLinkConnect
- B. Hold
- C. LinkDisconnected
- D. Dialing
- E. Error

Answer: A,C,E

Question: 10

Which file type is commonly used by the Local Control Agent to configure Genesys server processes?

Response:

- A. XML
- B. INI
- C. JSON
- D. YAML

Answer: B



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