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Engage on-premises Composer Routing Certification



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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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