Genesys
GEOP-SDK
Engage on-premises Platform SDK Certification

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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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