NICE CXone Ultimate Interview Guide for Senior Developers/Architects

Introduction

This guide provides a comprehensive set of advanced technical interview questions and in-depth answers for individuals preparing for a Senior NICE CXone Developer/Architect role. The questions cover key areas including IVR/Studio, ACD (Automatic Call Distributor), Digital Channels, and API/SDKs & Integrations. Each answer aims to be thorough, including configuration details, troubleshooting steps, and best practices.

Conceptual images and detailed flowcharts (in draw.io XML format, located in the `visual_assets` directory) are provided to support the explanations.