

GCX-GCD Free Test Questions & GCX-GCD Valuable Feedback

GCX-GCD	
Language:	English
Number of Questions:	Approximately 60
Duration:	90 minutes
Passing Score:	Around 70% (subject to change)
Exam Fee:	Around \$200 USD (confirm on the official site)

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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Understand API utilization: This section of the exam measures the skills of a Developer and covers general best practices for using Genesys Cloud CX APIs. It explains how to optimize API usage, stay within platform limits, and create efficient integrations that leverage Genesys Cloud capabilities effectively.
Topic 2	<ul style="list-style-type: none">Explain Agent Chat and Analytics APIs: This section of the exam measures the skills of a Developer and focuses on the APIs used for agent chat interactions and analytics data. It describes how developers can programmatically manage chat activities and access analytics reports to monitor system performance.
Topic 3	<ul style="list-style-type: none">Configure the features of Genesys Cloud CX Collaborate and Communicate: This section of the exam measures the skills of a System Administrator and covers the setup and management of collaboration tools and internal communication features within Genesys Cloud CX. It explains how to configure chat, messaging, and workspaces for teams to work effectively inside the platform.
Topic 4	<ul style="list-style-type: none">Understand the Genesys Cloud CX Platform: This section of the exam measures the skills of a Developer and covers the core understanding of the Genesys Cloud CX platform. It introduces the platform's general structure, its major capabilities, and key concepts like organizations, regions, and data models. Students will learn about the general environment where Genesys Cloud CX operates and how different services are organized.
Topic 5	<ul style="list-style-type: none">Understand Authentication and Resources: This section of the exam measures the skills of a Developer and covers how authentication works in Genesys Cloud CX. It explains resource management, OAuth processes, and permissions needed to securely interact with APIs and services. Students learn the basics of secure access control.

Topic 6	<ul style="list-style-type: none"> Overview of Users, Conversation, and Notification APIs: This section of the exam measures the skills of a Developer and introduces APIs related to users, conversations, and notifications. It explains how developers can retrieve and manage user data, handle conversation details, and set up real-time notifications through API services.
Topic 7	<ul style="list-style-type: none"> Understand Genesys Cloud CX Architect, Scripting, QM, and WFM: This section of the exam measures the skills of a Developer and explains the basics of Architect for building call flows, the use of scripting to guide agents, and the core functions of Quality Management (QM) and Workforce Management (WFM) to optimize operations. Students will understand how these tools are configured and integrated into Genesys Cloud CX.

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Genesys Cloud CX: Developer Certification Sample Questions (Q57-Q62):

NEW QUESTION # 57

In Genesys Cloud CX, the term conversation is defined as an interaction between multiple participants over at least one media channel such as chat, phone, or email.

Each conversation contains the end-to-end data for all interactions between the participants.

- A. True
- B. False

Answer: A

Explanation:

In Genesys Cloud CX, a conversation refers to an interaction involving multiple participants over one or more media channels, such as chat, phone, or email. Each conversation encompasses comprehensive data for all interactions among the participants, providing a complete view of the engagement history.

Reference:<https://help.mypurecloud.com/glossary/conversation/>

NEW QUESTION # 58

Where can you view agent evaluation scores, evaluation activity, and calibration activity in real time?

- A. Performance > Workspace > Dashboards
- B. Admin > Quality
- C. Admin > Contact Center
- D. Performance > Overview (Evaluations]

Answer: A

Explanation:

In Genesys Cloud CX, to view agent evaluation scores, evaluation activity, and calibration activity in real time, navigate to Performance > Workspace > Dashboards. This path provides access to the Quality Administrator dashboard, which offers comprehensive insights into these metrics.

Reference:<https://help.mypurecloud.com/articles/quality-administrator-dashboard/>

NEW QUESTION # 59

Which of the following statements are true? (Choose two.)

- A. Genesys Cloud CX allows cloud storage using integration.
- B. Genesys Cloud CX maintains the recordings and the metadata indefinitely.
- C. Genesys Cloud CX allows recording downloads using Platform Recording APIs.
- D. Genesys Cloud CX does not allow integrations for cloud storage.

Answer: A,C

Explanation:

Genesys Cloud CX provides Platform Recording APIs that enable users to download recordings programmatically. This allows for efficient retrieval and management of recorded interactions.

Genesys Cloud CX supports integrations with cloud storage services, such as AWS S3, allowing organizations to store recordings externally. This facilitates bulk downloading and long-term storage of recordings.

NEW QUESTION # 60

You can combine Genesys Cloud CX Voice and BYOC Cloud to get the benefits of both cloud telephony connection options.

- A. True
- B. False

Answer: A

Explanation:

You can combine Genesys Cloud CX Voice and BYOC Cloud to leverage the benefits of both cloud telephony connection options. This hybrid approach allows organizations to utilize Genesys' fully managed telephony service while maintaining relationships with existing carriers.

NEW QUESTION # 61

The application requesting to create a new user does not need a specific scope.

- A. True
- B. False

Answer: B

Explanation:

In Genesys Cloud CX, an application requesting to create a new user must have the appropriate scope (e.g., user:adminoruser:create) granted. This scope ensures that the application has the necessary permissions to perform user creation actions.

NEW QUESTION # 62

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