

Valid GCX-GCD Test Labs - Visual GCX-GCD Cert Test



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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Describe the options to download recordings: This section of the exam measures the skills of a System Administrator and discusses the different ways available to access and download call recordings in Genesys Cloud CX. It includes understanding where recordings are stored and how to retrieve them for compliance and quality purposes.
Topic 2	<ul style="list-style-type: none">Manage Roles, Supervisor Tools, and Divisions: This section of the exam measures the skills of a System Administrator and focuses on managing permissions, configuring roles, using supervisor tools, and organizing users into divisions. It covers how to control access, monitor agent activities, and properly separate work across different areas of an organization.
Topic 3	<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.
Topic 4	<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 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"> 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 7	<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 8	<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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q15-Q20):

NEW QUESTION # 15

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

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

Answer: B

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 # 16

While creating a query to fetch conversation data, and interval of up to _____ days can be applied for a query with no filter.

- A. 0
- B. 1
- C. 2**
- D. 3

Answer: C

Explanation:

In Genesys Cloud CX, when creating a query to fetch conversation data without any filters, you can specify an interval of up to seven days. This means you can retrieve conversation data spanning the past seven days, including today.

Reference:<https://developer.genesys.cloud/analyticsdatamanagement/analytics/detail/conversation-query>

NEW QUESTION # 17

Where, in Genesys Cloud CX, can you search for people in your organization and add external contacts?

- A. Location
- B. Documents
- **C. Directory**
- D. Activity

Answer: C

Explanation:

In Genesys Cloud CX, the Directory allows you to search for individuals within your organization and add external contacts. The Directory provides a streamlined view of all contact and organization data, enabling efficient management of both internal and external contacts.

Reference:<https://help.mypurecloud.com/articles/about-external-contacts/>

NEW QUESTION # 18

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:admin|user:create) granted. This scope ensures that the application has the necessary permissions to perform user creation actions.

NEW QUESTION # 19

The typing notifications can be sent to the chat window using a POST with the _____.

- A. Conversation ID + Session ID
- B. Conversation ID + Member ID +Session ID
- **C. Conversation ID + Member ID**
- D. Member ID

Answer: C

Explanation:

In Genesys Cloud CX, to send typing notifications to the chat window, you use aPOSTrequest to the/api/v2/conversations/{conversationId}/participants/{participantId}/typingendpoint. This requires both the Conversation ID and the Participant (Member) ID to correctly identify and notify the specific participant within the conversation.

NEW QUESTION # 20

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