

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



DOWNLOAD the newest Real4Prep GCX-GCD PDF dumps from Cloud Storage for free: <https://drive.google.com/open?id=1p6mH1JlqfprSXfVSua8mpWOqhH8HkzVz>

In order to provide most comfortable review process and straightaway dumps to those GCX-GCD candidates, we offer you three versions of GCX-GCD exam software: the PDF version, the online version, and software version. There will be one version right for you and help you quickly pass the GCX-GCD with ease, so that you can obtain the most authoritative international recognition on your IT ability.

## Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 6	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 8	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

>> Valid GCX-GCD Test Labs <<

## Visual GCX-GCD Cert Test - Valid GCX-GCD Exam Camp

According to different kinds of questionnaires based on study condition among different age groups, we have drawn a conclusion that the majority learners have the same problems to a large extent, that is low-efficiency, low-productivity, and lack of plan and periodicity. As a consequence of these problem, our GCX-GCD test prep is totally designed for these study groups to improve their capability and efficiency when preparing for GCX-GCD Exams, thus inspiring them obtain the targeted GCX-GCD certificate successfully. Our GCX-GCD question torrent can play a very important part in helping you achieve your dream.

## 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 or 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 a POST request 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

.....

Genesys Cloud CX: Developer Certification study questions provide free trial service for consumers. If you are interested in GCX-GCD exam material, you only need to enter our official website, and you can immediately download and experience our trial PDF file for free. Through the trial you will have different learning experience, you will find that what we say is not a lie, and you will immediately fall in love with our products. As a key to the success of your life, the benefits that GCX-GCD Exam Guide can bring you are not measured by money. GCX-GCD exam guide can not only help you pass the exam, but also help you master a new set of learning methods and teach you how to study efficiently, GCX-GCD exam material will lead you to success.

**Visual GCX-GCD Cert Test:** <https://www.real4prep.com/GCX-GCD-exam.html>

- 100% Pass Quiz Genesys - Professional GCX-GCD - Valid Genesys Cloud CX: Developer Certification Test Labs ☐

P.S. Free & New GCX-GCD dumps are available on Google Drive shared by Real4Prep: <https://drive.google.com/open?id=1p6mH1JlqfprXfVSua8mpWOqhH8HkzVz>