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The practice exams (desktop and web-based) are customizable, meaning you can set the Genesys Cloud CX: Developer Certification (GCX-GCD) questions and time according to your needs to improve your preparation for the Professional Genesys GCX-GCD certification test. You can give multiple practice tests to improve yourself and even access the result of previously given tests from the history to avoid mistakes while taking the Genesys Cloud CX: Developer Certification (GCX-GCD) test. The practice tests have been made according to the latest pattern so you can practice in real Genesys Cloud CX: Developer Certification (GCX-GCD) exam environment and improve yourself daily.

Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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	• 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 6	• 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.

Genesys Cloud CX: Developer Certification Sample Questions (Q64-Q69):

NEW QUESTION # 64
A user who is freshly added to Genesys Cloud CX realizes that there is no phone call icon on the left pane, preventing the user from making or receiving calls.
What is the most likely reason for this?

- A. The Phone number is being used by a different user.
- B. The user's phone is unplugged.
- C. The user may have deleted the icon.
- D. The user is not assigned the appropriate role.

Answer: D

Explanation:
In Genesys Cloud CX, access to telephony features, including the ability to make and receive calls, is controlled by roles and permissions. If the required telephony-related permissions are not assigned to the user's role, the phone call icon will not appear in the interface.

NEW QUESTION # 65
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 # 66
How do you represent your organization when you contact the Genesys Cloud CX support team?

- A. ID
- B. Organization ID
- C. Agent Name
- D. Company Name

Answer: B

Explanation:
When contacting the Genesys Cloud CX support team, you represent your organization using the Organization ID, which uniquely identifies your Genesys Cloud instance and helps support quickly access your account details.

NEW QUESTION # 67
Which of the following is NOT a Genesys Cloud CX Collaborate feature?

- A. Video Chat
- B. AI Chat
- C. Content Management
- D. Text Chat

Answer: B

Explanation:
Genesys Cloud CX Collaborate includes features such as text chat, video chat, and content management, enabling users to communicate and share information effectively. However, AI Chat is not a feature of Collaborate.

NEW QUESTION # 68
As the Genesys Cloud CX product grows, additions are made to the API to support new features in the form of new resources, new HTTP methods for existing resources, and so on.
When breaking changes are necessary, they are deferred to the next major revision of the API, whenever possible.

- A. True
- B. False

Answer: A

Explanation:
Genesys Cloud CX aims to minimize breaking changes to maintain backward compatibility for its users.
When breaking changes are necessary, they are typically deferred until the next major revision of the API, ensuring a smoother transition for developers and users.

NEW QUESTION # 69
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