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Genesys GCX-GCD Cloud CX Developer Certification

Questions & Answers PDF

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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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"> 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 4	<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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q68-Q73):

NEW QUESTION # 68

For web chat, widget permissions must be assigned to the user.

- A. False
- B. True

Answer: A

Explanation:

In Genesys Cloud CX, widget permissions are not assigned to individual users. Instead, permissions related to web chat widgets are managed through roles and permissions within the platform. To create or manage web chat widgets, a user must have the appropriate permissions, such as Widgets > Deployment > AllOrWeb Chat > Deployment > All. These permissions are typically assigned to administrative roles responsible for configuring and deploying web chat functionalities.

Reference: <https://help.mypurecloud.com/articles/create-a-widget-for-web-chat/>

NEW QUESTION # 69

A queue is an object in Genesys Cloud CX that contains a group of agents with similar skills.

- A. False
- B. True

Answer: B

Explanation:

In Genesys Cloud CX, a queue is an object that holds a group of agents who typically share similar skills or responsibilities. It is used for routing interactions to the most appropriate available agent within that group.

NEW QUESTION # 70

If a WebSocket gets closed due to any issue, the events sent by Genesys Cloud CX are automatically queued and sent once the WebSocket is open again.

- A. False
- B. True

Answer: A

Explanation:

In Genesys Cloud CX, if a WebSocket connection is closed due to any issue, events are not automatically queued and sent once the WebSocket is reopened. Instead, the client is responsible for detecting the disconnection and re-establishing the connection. Upon reconnection, the client must resubscribe to the necessary topics to continue receiving events. Any events that occurred during the downtime are not automatically resent; therefore, implementing a robust reconnection and resubscription strategy is crucial to ensure no critical events are missed.

NEW QUESTION # 71

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

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

Answer: B,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 # 72

Which of the following are commonly used in Voice over IP (VoIP) or internet communication systems?

- A. Gateway
- B. SIP
- C. WebRTC
- D. Outbound Proxy

Answer: B,C

Explanation:

SIP (Session Initiation Protocol) Trunks: These are used to connect the Genesys Cloud CX platform to external telephony systems, such as carriers or on-premises equipment, facilitating voice communication over IP networks.

WebRTC Trunks: These are utilized for WebRTC-based communications, enabling real-time voice and video interactions directly through web browsers without the need for additional plugins or software.

Reference: <https://help.mypurecloud.com/video/create-a-sip-phone-trunk-2/>

NEW QUESTION # 73

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