

Genesys's GCX-GCD Exam Questions Come with Realistic Practice and Accurate Answers



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">• 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 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 6	<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 7	<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 8	<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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q65-Q70):

NEW QUESTION # 65

What is the timeout period for reconnecting the chat session?

- A. Four Minutes
- B. Five Minutes
- C. Two minutes
- D. Three Minutes

Answer: C

Explanation:

In Genesys Cloud CX, if a WebSocket connection for a chat session is lost, the system allows a two-minute window for reconnection. If the client does not reconnect within this period, the chat session is considered terminated.

NEW QUESTION # 66

By default, Line Recording is disabled.

- A. False
- B. True

Answer: B

Explanation:

In Genesys Cloud CX, Line Recording is disabled by default. To enable automatic recording of calls, the telephony administrator must configure the system by enabling recording on the SIP trunk. Without this configuration, calls are not automatically recorded. Reference: <https://help.mypurecloud.com/articles/recording-in-genesys-cloud/>

NEW QUESTION # 67

Which of the following endpoints are in the list of conversation endpoints? (Choose four.)

- A. GET /api/v2/conversations/calls
- B. GET /api/v2/conversations/chats
- C. GET /api/V2/conversations/attributes
- D. GET /api/v2/conversations/participants
- E. GET /api/v2/conversations/callbacks
- F. GET /api/v2/conversations/messages

Answer: A,B,E,F

Explanation:

In Genesys Cloud CX, the Conversations API includes endpoints that allow interaction with various types of conversations. The endpoints GET /api/v2/conversations/callbacks, GET /api/v2/conversations/calls, GET /api/v2/conversations/chats, and GET /api/v2/conversations/messages are part of this API and are used to retrieve information about callbacks, calls, chats, and messages, respectively. GET /api/v2/conversations/participants is not a valid endpoint, and GET /api/v2/conversations/attributes does not correspond to a standard Conversations API endpoint.

NEW QUESTION # 68

Arrange the following five stages of migrating from a BYOC Cloud or Genesys Cloud CX Voice to a hybrid media organization in the correct order?

1. Placing your edges into the Genesys Cloud CX hybrid media edge group.
2. Pairing your new BYOC premises edges to Genesys Cloud CX.
3. Configuring edge interfaces to use site interconnects.
4. Enabling and configuring site links
5. Making your organization hybrid media capable

- A. 5,2,1,3,4
- B. 1,3,2,5,4
- C. 4,1,2,5,3
- D. 2,1,3,4,5

Answer: A

Explanation:

1. Making your organization hybrid media capable: Begin by enabling hybrid media capabilities in your organization to support both cloud and premises-based media processing.
2. Pairing your new BYOC Premises Edges to Genesys Cloud CX: Next, pair your BYOC Premises Edges with Genesys Cloud CX to establish communication between the premises hardware and the cloud platform.
3. Placing your Edges into the Genesys Cloud CX hybrid media edge group: After pairing, move your Edges into the Genesys Cloud Hybrid Media Group to manage them within the hybrid environment.
4. Configuring Edge interfaces to use site interconnects: Then, configure the network interfaces on your Edges to utilize site interconnects, facilitating communication between different sites.
5. Enabling and configuring site links: Finally, enable and configure site links to establish connections between your premises and cloud sites, completing the hybrid media setup.

- [illegible]

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