

GCX-GCD Test Passing Score & Flexible GCX-GCD Testing Engine



Genesys GCX-GCD Cloud CX Developer Certification

Questions & Answers PDF
(Demo Version – Limited Content)

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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 5	<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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Flexible Genesys GCX-GCD Testing Engine - Popular GCX-GCD Exams

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Genesys Cloud CX: Developer Certification Sample Questions (Q19-Q24):

NEW QUESTION # 19

Currently, you manage all agents' schedules using a spreadsheet. This shows when each agent is working, when they are on breaks, and when they have meetings or other events that take them away from the queue. You would like to manage these in an easier and more automated way.

Which Genesys Cloud CX contact center feature can you use to replace and automate the spreadsheet schedule?

- A. Genesys Cloud CX API
- **B. Genesys Cloud CX Workforce Management**
- C. Genesys Cloud CX Architect
- D. Genesys Cloud CX Reporting and Analytics

Answer: B

Explanation:

Workforce Management in Genesys Cloud CX automates agent scheduling, including work shifts, breaks, meetings, and time off, replacing manual spreadsheet processes and improving efficiency and accuracy.

NEW QUESTION # 20

You can compare API version changes using the versioning page.

- **A. True**
- B. False

Answer: A

Explanation:

Genesys Cloud CX provides a versioning page that allows developers to compare changes between different API versions. This tool helps in understanding updates, deprecations, and modifications across API versions, facilitating smoother transitions and integrations.

NEW QUESTION # 21

Error 400 by Notification service means the channel has been idle for 24 hours.

- A. True
- B. False

Answer: A

Explanation:

In Genesys Cloud CX, a notification channel remains active for 24 hours. If the channel is not renewed within this period, attempts to use it will result in a 400 error. To maintain an active channel beyond 24 hours, you must resubscribe to the topics before the channel expires. This can be achieved by sending a POST request to `/api/v2/notifications/channels/{channelId}/subscriptions` with an empty array as the body, effectively extending the channel's validity for another 24 hours. Implementing a recurring task to perform this resubscription every 23 hours is recommended to ensure continuous operation.

NEW QUESTION # 22

Which platform component manages account configuration, directory search, user membership, phone call routing, and agent assignment?

- A. Core Services
- B. Communication Services
- C. Public Interface Services
- D. Application Services

Answer: A

Explanation:

Core Services in Genesys Cloud CX handle fundamental platform functions such as account configuration, directory search, user membership management, phone call routing, and agent assignment, serving as the backbone of system operations.

NEW QUESTION # 23

From the _____ page, you can monitor the number of API requests in the built-in dashboard.

- A. Performance > My Performance
- B. Performance > Dashboards
- C. Performance > Bot Performance
- D. Performance > API Usage

Answer: B

Explanation:

The Performance > API Usage page in Genesys Cloud CX provides a built-in dashboard that allows you to monitor the number of API requests, helping you track usage trends, detect anomalies, and manage limits effectively.

NEW QUESTION # 24

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