

Genesys GCX-GCD Real Dumps Portable Version



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">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 2	<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 3	<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 4	<ul style="list-style-type: none"> 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.
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"> 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 7	<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 (Q77-Q82):

NEW QUESTION # 77

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 # 78

Which type of request is sent to update all the participants' state to disconnected

- A. POST
- B. PUT
- C. GET

- D. PATCH

Answer: D

Explanation:

In Genesys Cloud CX, a PATCH request is used to update the state of all participants in a conversation to disconnected, allowing partial updates to the resource without replacing the entire object.

NEW QUESTION # 79

If no content type is mentioned in a request, Genesys Cloud CX responds to the request in _____ format.

- A. YAML
- B. XML
- C. CVS
- D. JSON

Answer: D

Explanation:

Genesys Cloud CX APIs default to JSON format for responses when no specific content type is mentioned in the request, as JSON is the standard data interchange format used across its RESTful API platform.

NEW QUESTION # 80

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. False
- B. True

Answer: B

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 # 81

If you have not created any additional templates, you will have several default template options when creating a new script. These default templates are: (Choose four.)

- A. Sales Script Template
- B. Collection Script Template
- C. Default Callback Script
- D. Default Outbound Script
- E. Default Inbound Script
- F. Blank Script

Answer: C,D,E,F

Explanation:

When creating a new script in Genesys Cloud CX, if no additional templates have been created, the following default templates are available:

□ Blank Script: A script without any pre-configured components, providing a blank canvas for customization.

□ Default Callback Script: The default script that pops for callbacks. Use this script if you have not specified another script in Architect to run in response to an in-queue callback action.

□ Default Inbound Script: The default script that pops for inbound calls.

□ Default Outbound Script: A default script for outbound dialing. It contains a control for updating contact list fields. When you base a

script on this template, you must select a contact list in the script's properties. Otherwise, Scripter shows no edit fields.

NEW QUESTION # 82

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