

GCX-GCD Online Lab Simulation - GCX-GCD Exam Quick Prep



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Getting the Genesys Cloud CX: Developer Certification (GCX-GCD) certification is the way to go if you're planning to get into Genesys or want to start earning money quickly. Success in the Genesys Cloud CX: Developer Certification (GCX-GCD) exam of this credential plays an essential role in the validation of your skills so that you can crack an interview or get a promotion in an Genesys company. Many people are attempting the Genesys Cloud CX: Developer Certification (GCX-GCD) test nowadays because its importance is growing rapidly.

Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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	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	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 5	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	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	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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q37-Q42):

NEW QUESTION # 37

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

Answer: A,B,D,E

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 # 38

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

- A. They are intended to be released publicly at some point in the future.
- B. Any developer may access these resources with no restrictions.
- C. These resources are subject to both breaking and non-breaking changes at any time without notice.

Answer: A,C

Explanation:

Preview APIs are made available as a preview of resources that are intended to be released publicly in the future.

Preview APIs are subject to both breaking and non-breaking changes at any time without notice.

NEW QUESTION # 39

What type of Analytics API query would you use to determine how many interactions are ongoing/waiting right now as well as which agents are available?

- A. Conversation Detail Record query
- B. Queue Observations query
- C. Conversation Aggregates query
- D. Flow Aggregates query

Answer: B

Explanation:

The Queue Observations query in Genesys Cloud CX provides real-time metrics such as the number of interactions currently ongoing or waiting in a queue and the number of agents available, making it ideal for live queue monitoring.

NEW QUESTION # 40

If you don't pass the paging parameters while querying, the default page size is set to _____.

- A. 0
- B. 1
- C. 2
- D. 3

Answer: D

Explanation:

In Genesys Cloud CX, when making API requests that return a list of resources, if you don't specify paging parameters (pageSize and pageNumber), the system defaults to a page size of 25 results. This means that the response will include up to 25 items per page unless you define otherwise.

Reference: <https://developer.genesys.cloud/analytics/datamanagement/analytics/detail/conversation-query>

NEW QUESTION # 41

You can compare API version changes using the versioning page.

- A. False
- B. True

Answer: B

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.

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