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Genesys GCX-GCD Cloud CX Developer Certification

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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	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 3	• 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 4	• 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 5	• 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 (Q63-Q68):

NEW QUESTION # 63

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

- A. A 'jobs' endpoint is intended for users who need the most up-to-date data, and they need a response right now.
- D. A jobs' endpoint is best suited for bulk export of data
- **B. A 'query' endpoint is intended for users who need the most up-to-date data, and they need a response right now.**
- C. A 'query endpoint is best suited for bulk export of data.

Answer: B

Explanation:

A query endpoint provides real-time access to the most up-to-date data and returns the requested information immediately. This is ideal for scenarios where the user requires immediate responses.

A jobs endpoint, on the other hand, is designed for scenarios where bulk export of data is required. It processes requests asynchronously and provides a response when the export is complete, making it suitable for larger data sets that don't require an immediate response.

NEW QUESTION # 64

Where, in Genesys Cloud CX, can you search for people in your organization and add external contacts?

- **A. Directory**
- B. Location
- C. Activity

- D. Documents

Answer: A

Explanation:

In Genesys Cloud CX, the Directory allows you to search for individuals within your organization and add external contacts. The Directory provides a streamlined view of all contact and organization data, enabling efficient management of both internal and external contacts.

Reference: <https://help.mypurecloud.com/articles/about-external-contacts/>

NEW QUESTION # 65

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

Answer: A,C,D,E

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 # 66

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

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

Answer: D

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 # 67

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

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

Answer: A

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.

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