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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	• 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	• 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 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	• 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	• 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.

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

NEW QUESTION # 65

Which identifier do you need to provide in the missing section to use the following GET method?

`https://api.{{environment}}/api/v2/flows/{_____}`

- A. promptId
- B. ivrId
- C. flowId
- D. scheduleGroupId

Answer: C

Explanation:

In the Genesys Cloud CX API, when using the GET method to retrieve details for a specific flow, the identifier you need to provide is flowId, which uniquely identifies the flow within the system.

NEW QUESTION # 66

Which of the following applies to the Notifications API?

- A. There is no ping message for Notification APIs.
- B. The ping messages are for topic subscriptions.
- C. The ping/pong messages will tell you if the socket is dropped or not.
- D. The ping message will tell you if the authentication token is expired or not.

Answer: C

Explanation:

In the Genesys Cloud CX Notifications API, ping/pong messages are used to check the health of the WebSocket connection. These

messages help detect if the socket is still open or if it has been dropped, enabling appropriate client-side handling.

NEW QUESTION # 67

The typing notifications can be sent to the chat window using a POST with the _____.

- A. Conversation ID + Member ID
- B. Member ID
- C. Conversation ID + Member ID + Session ID
- D. Conversation ID + Session ID

Answer: A

Explanation:

In Genesys Cloud CX, to send typing notifications to the chat window, you use a POST request to the `/api/v2/conversations/{conversationId}/participants/{participantId}/typingendpoint`. This requires both the Conversation ID and the Participant (Member) ID to correctly identify and notify the specific participant within the conversation.

NEW QUESTION # 68

Which dialing mode dials multiple contacts once an agent becomes available?

- A. Agentless
- B. Power
- C. Predictive
- D. Progressive

Answer: C

Explanation:

The Predictive dialing mode in Genesys Cloud CX places multiple calls per available agent and uses algorithms to predict agent availability, aiming to maximize agent talk time by reducing idle time between calls.

NEW QUESTION # 69

Which Genesys Cloud CX feature presents caller info to an agent and allows the user to update or collect the information?

- A. IVR prompts
- B. Scripts
- C. Dialog boxes
- D. Toast pop-ups

Answer: B

Explanation:

Scripts in Genesys Cloud CX present caller information to agents and can guide them through interactions by allowing data collection or updates during the call, enhancing consistency and efficiency.

NEW QUESTION # 70

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