

2026 Genesys GCX-GCD–High-quality Latest Test Vce



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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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.
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">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 4	<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 5	<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.

GCX-GCD Vce Exam & Exam GCX-GCD Passing Score

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Genesys Cloud CX: Developer Certification Sample Questions (Q69-Q74):

NEW QUESTION # 69

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. flowId
- C. scheduleGroupId
- D. ivrId

Answer: B

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 # 70

Which of the following is NOT a Genesys Cloud CX Collaborate feature?

- A. Content Management
- B. Text Chat
- C. Video Chat
- D. AI Chat

Answer: D

Explanation:

Genesys Cloud CX Collaborate includes features such as text chat, video chat, and content management, enabling users to communicate and share information effectively. However, AI Chat is not a feature of Collaborate.

NEW QUESTION # 71

Which of the following best defines Mandatory, Time-boxed, No early exit After Call Work (ACW)?

- A. The agent is automatically placed into an ACW status, and the system will automatically set the status to Available when the After Call Timeout is reached. The agent cannot set the status to Available if the ACW is completed early.
- B. The agent may or may not complete ACW. The system will set the status to Available after the interaction is completed. The agent is responsible for setting the availability appropriately if performing ACW.
- C. Once the ACW status starts for the agent, the system will automatically set the status to Available again when the After Call Timeout is reached. The agent can set the status to Available if the ACW is completed early.
- D. The ACW status for the agent and will remain in that status until a Wrap-Up code is selected and the ACW is manually completed.

Answer: A

Explanation:

In Mandatory, Time-boxed, No early exit ACW, agents are forced into ACW status after an interaction and must remain in that

status until the timeout completes. They cannot exit early, ensuring consistent post-call handling within the defined time window.

NEW QUESTION # 72

Routing is a part of customer communication that connects the customer with an appropriate automated resource or agent.

- A. True
- B. False

Answer: A

Explanation:

Routing in Genesys Cloud CX directs customer interactions to the most suitable automated system or human agent based on defined rules, skills, or availability, ensuring efficient and effective communication handling.

NEW QUESTION # 73

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

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

Answer: A

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 # 74

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