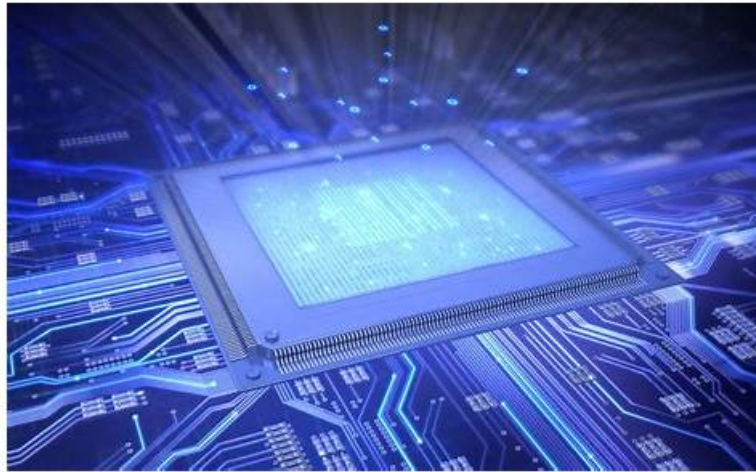


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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• 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	• 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 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.

Topic 6	• 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.
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GCX-GCD Latest Test Question - Latest GCX-GCD Exam Vce

Many candidates find the Genesys Cloud CX: Developer Certification (GCX-GCD) exam preparation difficult. They often buy expensive study courses to start their Genesys Cloud CX: Developer Certification (GCX-GCD) certification exam preparation. However, spending a huge amount on such resources is difficult for many Genesys GCX-GCD Exam applicants. The latest Genesys GCX-GCD exam dumps are the right option for you to prepare for the Genesys Cloud CX: Developer Certification (GCX-GCD) certification test at home.

Genesys Cloud CX: Developer Certification Sample Questions (Q64-Q69):

NEW QUESTION # 64

A queue is an object in Genesys Cloud CX that contains a group of agents with similar skills.

- A. False
- B. True

Answer: B

Explanation:

In Genesys Cloud CX, a queue is an object that holds a group of agents who typically share similar skills or responsibilities. It is used for routing interactions to the most appropriate available agent within that group.

NEW QUESTION # 65

The purpose of the Genesys Cloud CX API Change Management Policy is to articulate the agreement between our customers, partners, and the Genesys Cloud CX development team regarding API management and notification changes.

Choose all the Genesys Cloud CX API Change Types applicable to this scenario. (Choose four.)

- A. Deprecations
- B. New feature
- C. Breaking
- D. Minor Bugs
- E. Non-Breaking
- F. Emergency

Answer: A,B,C,E

Explanation:

The Genesys Cloud CX API Change Management Policy categorizes changes as Breaking, Non-Breaking, New Feature, and Deprecations to define how changes are introduced and communicated. These types help manage expectations around compatibility, feature rollout, and transition periods for customers and partners.

NEW QUESTION # 66

Which of the following are commonly used in Voice over IP (VoIP) or internet communication systems?

- A. WebRTC
- B. SIP
- C. Gateway
- D. Outbound Proxy

Answer: A,B

Explanation:

SIP (Session Initiation Protocol) Trunks: These are used to connect the Genesys Cloud CX platform to external telephony systems, such as carriers or on-premises equipment, facilitating voice communication over IP networks.

WebRTC Trunks: These are utilized for WebRTC-based communications, enabling real-time voice and video interactions directly through web browsers without the need for additional plugins or software.

Reference: <https://help.mypurecloud.com/video/create-a-sip-phone-trunk-2/>

NEW QUESTION # 67

Your contact center wants to track the outcome of calls and chats.

What can be configured within Genesys Cloud CX to provide this functionality?

- **A. Wrap-up Codes**
- B. Status
- C. Account Codes
- D. Resolution Codes

Answer: A

Explanation:

Wrap-up Codes in Genesys Cloud CX are used by agents to categorize the outcome of calls and chats after an interaction ends, enabling detailed tracking and reporting of customer interactions.

NEW QUESTION # 68

You can combine Genesys Cloud CX Voice and BYOC Cloud to get the benefits of both cloud telephony connection options.

- A. False
- **B. True**

Answer: B

Explanation:

You can combine Genesys Cloud CX Voice and BYOC Cloud to leverage the benefits of both cloud telephony connection options. This hybrid approach allows organizations to utilize Genesys' fully managed telephony service while maintaining relationships with existing carriers.

NEW QUESTION # 69

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