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Using an updated Genesys Cloud CX: Developer Certification (GCX-GCD) exam dumps is necessary to get success on the first attempt. So, it is very important to choose a Genesys GCX-GCD exam prep material that helps you to practice actual Genesys GCX-GCD questions. Real4test provides you with that product which not only helps you to memorize real Genesys GCX-GCD Questions but also allows you to practice your learning. We provide you with our best Genesys GCX-GCD exam study material, which builds your ability to get high-paying jobs.

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	• 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 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	• 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	• 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 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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Preparation for the professional Genesys Cloud CX: Developer Certification (GCX-GCD) exam is no more difficult because experts have introduced the preparatory products. With Real4test products, you can pass the Genesys Cloud CX: Developer Certification (GCX-GCD) exam on the first attempt. If you want a promotion or leave your current job, you should consider achieving a professional certification like Genesys Cloud CX: Developer Certification (GCX-GCD) exam.

Genesys Cloud CX: Developer Certification Sample Questions (Q40-Q45):

NEW QUESTION # 40
Genesys Cloud CX is fully supported on which of the following browsers? (Choose two.)

- A. Chrome
- B. Opera
- C. Safari
- D. Internet Explorer
- E. Firefox

Answer: A,E

Explanation:
Genesys Cloud CX offers full support for the current and immediately preceding major releases of both Firefox and Chrome browsers. While Safari is supported, it has limited functionality, lacking support for features like video chat, screen sharing, and the Genesys Cloud WebRTC phone. Internet Explorer and Opera are not supported browsers for Genesys Cloud CX.

NEW QUESTION # 41
For updating a user in Genesys Cloud CX which HTTP method must be used?

- A. DELETE
- B. TRACE
- C. PATCH
- D. POST

Answer: C

Explanation:
In Genesys Cloud CX, the PATCH HTTP method is used to update an existing user's information. This method allows partial updates, meaning you can modify specific user attributes without affecting the rest of the user data.

NEW QUESTION # 42
Which of the following statements defines a fatal question in an Evaluation Form?

- A. Fatal questions are the same as critical questions.
- B. Fatal questions are critical questions If scored No the agent will be removed from the queue.
- C. Fatal questions are weighted higher than non-fatal questions.
- D. Fatal questions are critical questions If scored "No", the evaluation score will be zero.

Answer: D

Explanation:
In Genesys Cloud CX, a fatal question on an Evaluation Form is designed to reflect a critical requirement. If the evaluator scores "No" on such a question, the agent receives a zero for the entire evaluation, regardless of other responses.

NEW QUESTION # 43
What type of trunk would you configure to connect to AudioCodes phones?

- A. Network interface trunk
- B. Phone trunk
- C. WebRTC phone trunk
- D. External trunk

Answer: D

Explanation:
To connect to AudioCodes phones, which typically function as external SIP devices, you would configure an External trunk in Genesys Cloud CX. This allows SIP communication between Genesys Cloud and the AudioCodes device.

NEW QUESTION # 44
Currently, you manage all agents' schedules using a spreadsheet. This shows when each agent is working, when they are on breaks, and when they have meetings or other events that take them away from the queue You would like to manage these in an easier and more automated way.
Which Genesys Cloud CX contact center feature can you use to replace and automate the spreadsheet schedule?

- A. Genesys Cloud CX Workforce Management
- B. Genesys Cloud CX API
- C. Genesys Cloud CX Reporting and Analytics
- D. Genesys Cloud CX Architect

Answer: A

Explanation:
Workforce Management in Genesys Cloud CX automates agent scheduling, including work shifts, breaks, meetings, and time off, replacing manual spreadsheet processes and improving efficiency and accuracy.

NEW QUESTION # 45

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