Pass Guaranteed Quiz 2026 Updated Genesys GCX-GCD: Reliable Genesys Cloud CX: Developer Certification Test Tips

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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 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	• 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	• 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 6	• 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 7	• 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 8	• 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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q20-Q25):

NEW QUESTION # 20
AudioHook requires specialized libraries and services for orchestration, load balancing, serialization and session management.

- A. True
- B. False

Answer: B

Explanation:
AudioHook Monitor in Genesys Cloud CX doesnotrequire specialized libraries or services for orchestration, load balancing, serialization, or session management. It is designed to stream voice interactions to third-party services in near real-time without the need for additional infrastructure.
Reference:https://help.mypurecloud.com/articles/audiohook-monitor-overview/

NEW QUESTION # 21
When you reply to an email message, you can attach a file to send with the email reply.
What is the maximum message size, including attachments? How can you work around this limitation?

- A. 40 MB per message (after base64 encoding) with no workaround
- B. 20 MB per message (after base64 encoding) You can work around this limitation by splitting the files and sending several email interactions.
- C. 40 MB per message (after base64 encoding) You can work around this limitation by including links to large documents stored in Content Management.
- D. 20 MB per message (after base64 encoding) You can work around this limitation by including links to any third-party cloud storage service.

- E. 5 MB per message (after base64 encoding) with no workaround.

Answer: C

Explanation:
Genesys Cloud CX enforces a maximum outgoing message size of 40 MB, including attachments, after base64 encoding. Base64 encoding increases the size of the original files by approximately 33%, so the combined size of the email body and attachments should be around 29 MB before encoding to stay within the limit. To manage larger files, you can upload them to Genesys Cloud Documents and include links to these documents in your email, effectively bypassing the attachment size limitation.
Reference:https://help.mypurecloud.com/faqs/acd-email-message-attachment-size-limits/

NEW QUESTION # 22
Which platform component manages account configuration, directory search, user membership, phone call routing, and agent assignment?

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

Answer: C

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 # 23
Which of the following statements are true? (Choose two.)

- A. Genesys Cloud CX does not allow integrations for cloud storage.
- B. Genesys Cloud CX allows recording downloads using Platform Recording APIs.
- C. Genesys Cloud CX maintains the recordings and the metadata indefinitely.
- D. Genesys Cloud CX allows cloud storage using integration.

Answer: B,D

Explanation:
Genesys Cloud CX provides Platform Recording APIs that enable users to download recordings programmatically. This allows for efficient retrieval and management of recorded interactions.
Genesys Cloud CX supports integrations with cloud storage services, such as AWS S3, allowing organizations to store recordings externally. This facilitates bulk downloading and long-term storage of recordings.

NEW QUESTION # 24
Error 400 by Notification service means the channel has been idle for 24 hours.

- A. False
- B. True

Answer: B

Explanation:
In Genesys Cloud CX, a notification channel remains active for 24 hours. If the channel is not renewed within this period, attempts to use it will result in a 400 error. To maintain an active channel beyond 24 hours, you must resubscribe to the topics before the channel expires. This can be achieved by sending aPOSTrequest to
/api/v2/notifications/channels/{channelId}/subscriptionswith an empty array as the body, effectively extending the channel's validity for another 24 hours. Implementing a recurring task to perform this resubscription every 23 hours is recommended to ensure continuous operation.

NEW QUESTION # 25

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