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Genesys GCX-GCD Cloud CX Developer Certification

Questions & Answers PDF

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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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"> 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 4	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 6	<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 7	<ul style="list-style-type: none"> 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	<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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q75-Q80):

NEW QUESTION # 75

What level of permissions does a user require to view the organization settings?

- A. All of the above
- **B. Admin**
- C. Supervisor
- D. Agent

Answer: B

Explanation:

In Genesys Cloud CX, users require administrative privileges to access and manage organization settings.

This access is typically granted through the Admin role, which provides the necessary permissions to view and modify organization-

wide configurations. Agent and Supervisor roles do not inherently possess these permissions.

NEW QUESTION # 76

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

- A. A "query" endpoint is intended for users who need the most up-to-date data, and they need a response right now.
- B. A "jobs" endpoint is intended for users who need the most up-to-date data, and they need a response right now.
- D. A "jobs" endpoint is best suited for bulk export of data.
- C. A "query" endpoint is best suited for bulk export of data.

Answer: A

Explanation:

A query endpoint provides real-time access to the most up-to-date data and returns the requested information immediately. This is ideal for scenarios where the user requires immediate responses.

A jobs endpoint, on the other hand, is designed for scenarios where bulk export of data is required. It processes requests asynchronously and provides a response when the export is complete, making it suitable for larger data sets that don't require an immediate response.

NEW QUESTION # 77

How do you represent your organization when you contact the Genesys Cloud CX support team?

- A. Organization ID
- B. Company Name
- C. Agent Name
- D. ID

Answer: A

Explanation:

When contacting the Genesys Cloud CX support team, you represent your organization using the Organization ID, which uniquely identifies your Genesys Cloud instance and helps support quickly access your account details.

NEW QUESTION # 78

Genesys provides a set of developer tools to test and fine-tune your requests to access Genesys Cloud CX APIs. Select all the developer tools in the following list. (Choose three.)

- A. Reports
- B. Notifications
- C. API Explorer
- D. Archy

Answer: B,C,D

Explanation:

API Explorer: This tool allows developers to interactively explore and test Genesys Cloud CX APIs, facilitating the development and debugging of API requests.

Notifications: This feature enables developers to subscribe to event notifications from Genesys Cloud CX, allowing real-time monitoring and response to system events.

Archy: A command-line tool provided by Genesys for managing and deploying Architect flows, aiding developers in automating flow deployment processes.

NEW QUESTION # 79

Arrange the following five stages of migrating from a BYOC Cloud or Genesys Cloud CX Voice to a hybrid media organization in the correct order?

1. Placing your edges into the Genesys Cloud CX hybrid media edge group.

2. Pairing your new BYOC premises edges to Genesys Cloud CX.
3. Configuring edge interfaces to use site interconnects.
4. Enabling and configuring site links
5. Making your organization hybrid media capable

- A. 5,2,1,3,4
- B. 4,1,2,5,3
- C. 1,3,2,5,4
- D. 2,1,3,4,5

Answer: A

Explanation:

1. Making your organization hybrid media capable: Begin by enabling hybrid media capabilities in your organization to support both cloud and premises-based media processing.
2. Pairing your new BYOC Premises Edges to Genesys Cloud CX: Next, pair your BYOC Premises Edges with Genesys Cloud CX to establish communication between the premises hardware and the cloud platform.
3. Placing your Edges into the Genesys Cloud CX hybrid media edge group: After pairing, move your Edges into the Genesys Cloud Hybrid Media Group to manage them within the hybrid environment.
4. Configuring Edge interfaces to use site interconnects: Then, configure the network interfaces on your Edges to utilize site interconnects, facilitating communication between different sites.
5. Enabling and configuring site links: Finally, enable and configure site links to establish connections between your premises and cloud sites, completing the hybrid media setup.

Reference: <https://help.mypurecloud.com/articles/convert-byoc-cloud-genesys-cloud-voice-to-hybrid-media/>

NEW QUESTION # 80

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