

Exam GCX-GCD Braindumps - Testking GCX-GCD Learning Materials



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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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.
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"> 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 5	<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 6	<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 (Q40-Q45):

NEW QUESTION # 40

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

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

Answer: B,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

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

- A. False
- B. True

Answer: B

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 # 42

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 Architect
- C. Genesys Cloud CX API
- D. Genesys Cloud CX Reporting and Analytics

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 # 43

The typing notifications can be sent to the chat window using a POST with the _____.

- A. Conversation ID + Member ID
- B. Conversation ID + Session ID
- C. Member ID
- D. Conversation ID + Member ID + Session ID

Answer: A

Explanation:

In Genesys Cloud CX, to send typing notifications to the chat window, you use a POST request to the /api/v2 /conversations/{conversationId}/participants/{participantId}/typing endpoint. This requires both the Conversation ID and the Participant (Member) ID to correctly identify and notify the specific participant within the conversation.

NEW QUESTION # 44

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 "query" endpoint is best suited for bulk export of data.
- C. 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

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 # 45

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