

Pass Guaranteed 2026 GCX-GCD: Efficient Genesys Cloud CX: Developer Certification Practical Information



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Genesys Cloud CX: Developer Certification Sample Questions (Q66-Q71):

NEW QUESTION # 66

The response to the first call of <https://api/v2/conversations/{conversationId}/recordings> includes mediaUri in its JSON body with the response code of 202.

- A. False
- B. True

Answer: A

Explanation:

When making the initial GET request to <https://api/v2/conversations/{conversationId}/recordings>, if the recording is not yet available (e.g., it's still being transcoded), the API responds with a 202 Accepted status code and an empty response body, meaning the mediaUri is not included in this response. Once the recording becomes available, subsequent requests will return a 200 OK status code along with the mediaUri in the JSON response body, allowing access to the recording.

NEW QUESTION # 67

The _____ perspective is a ledger-type event stream over some time interval with time stamps for every event that occurred during the period.

- A. Aggregate Metrics
- B. Instantaneous Observation
- C. Aggregate Records
- D. Detail Records

Answer: D

Explanation:

The Detail Records perspective in Genesys Cloud CX represents a ledger-type event stream that includes time- stamped records for every interaction event over a given time interval, offering granular insight into each step of the interaction.

NEW QUESTION # 68

In Genesys Cloud CX, the term conversation is defined as an interaction between multiple participants over at least one media channel such as chat, phone, or email.

Each conversation contains the end-to-end data for all interactions between the participants.

- A. True
- B. False

Answer: A

Explanation:

In Genesys Cloud CX, a conversation refers to an interaction involving multiple participants over one or more media channels, such as chat, phone, or email. Each conversation encompasses comprehensive data for all interactions among the participants, providing a complete view of the engagement history.

Reference:<https://help.mypurecloud.com/glossary/conversation/>

NEW QUESTION # 69

As the Genesys Cloud CX product grows, additions are made to the API to support new features in the form of new resources, new HTTP methods for existing resources, and so on.

When breaking changes are necessary, they are deferred to the next major revision of the API, whenever possible.

- A. True
- B. False

Answer: A

Explanation:

Genesys Cloud CX aims to minimize breaking changes to maintain backward compatibility for its users.

When breaking changes are necessary, they are typically deferred until the next major revision of the API, ensuring a smoother transition for developers and users.

NEW QUESTION # 70

Which Genesys Cloud CX feature helps reduce wait time for each call?

- A. Workforce Management
- B. Automatic Call Distribution
- C. IVR
- D. Skill-based Routing

Answer: B

Explanation:

Automatic Call Distribution (ACD) reduces wait time by efficiently routing incoming calls to the next available and most appropriate agent, minimizing idle time and ensuring quicker response for each customer.

NEW QUESTION # 71

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