

Genesys GCX-GCD Valid Exam Cram & Current GCX-GCD Exam Content



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Genesys GCX-GCD Exam Syllabus Topics:

| Topic | Details |
|---------|--|
| Topic 1 | <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 2 | <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. |
| Topic 3 | <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 4 | <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. |

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Genesys Cloud CX: Developer Certification Sample Questions (Q49-Q54):

NEW QUESTION # 49

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

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

Answer: A

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 # 50

To get the recordingId for a conversation, which information should be included in the missing section of the URL.

`https://api/v2/conversations/{_____}/recordings`

- A. ivrId
- B. DBID
- C. RecordingId
- **D. Conversation**

Answer: D

Explanation:

`https://api/v2/conversations/{conversationId}/recordings`. You need to include the Conversation ID, not a recording ID or database ID, to retrieve the associated recordings for that specific conversation.

NEW QUESTION # 51

Which of the following statements defines a fatal question in an Evaluation Form?

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

Answer: B

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 # 52

Which of the following is NOT a Genesys Cloud CX Collaborate feature?

- **A. AI Chat**

- B. Text Chat
- C. Content Management
- D. Video Chat

Answer: A

Explanation:

Genesys Cloud CX Collaborate includes features such as text chat, video chat, and content management, enabling users to communicate and share information effectively. However, AI Chat is not a feature of Collaborate.

NEW QUESTION # 53

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

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

Answer: A

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 # 54

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