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There is almost no innovative and exam-oriented format that can be compared with the precision and relevance of the actual Genesys Cloud CX: Developer Certification exam questions, you get with ExamBoosts brain dumps PDF. As per the format of the GCX-GCD Exam, our experts have consciously created a questions and answers pattern. It saves your time by providing you direct and precise information that will help you cover the syllabus contents within no time.

Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• 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	• 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 5	• 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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q50-Q55):

NEW QUESTION # 50
What type of Analytics API query would you use to determine how many interactions are ongoing/waiting right now as well as which agents are available?

- A. Conversation Aggregates query
- B. Queue Observations query
- C. Conversation Detail Record query
- D. Flow Aggregates query

Answer: B

Explanation:
The Queue Observations query in Genesys Cloud CX provides real-time metrics such as the number of interactions currently ongoing or waiting in a queue and the number of agents available, making it ideal for live queue monitoring.

NEW QUESTION # 51
Which of the following statements is NOT true regarding numbering plan?

- A. It has to be created manually
- B. Numbering plan is also known as a dial plan.
- C. Numbering plan can be added or modified based on the organizational requirements
- D. It is a telecommunication scheme where telephone numbers are assiqned to subscribers and telephony endpoints.

Answer: A

Explanation:
This statement is not true. In Genesys Cloud CX, numbering plans (or dial plans) can be created automatically using default settings or manually configured as needed. They are flexible and can be modified based on organizational requirements, but manual creation is not mandatory.

NEW QUESTION # 52
Which protocol is used to transport digitized audio?

- A. SIP over UDP
- B. TCP
- C. RTP over UDP
- D. TLS

Answer: C

Explanation:
Genesys Cloud CX uses RTP (Real-time Transport Protocol) over UDP to transport digitized audio during voice interactions. RTP ensures real-time delivery, while UDP provides low-latency transmission, making it ideal for voice communication.

NEW QUESTION # 53
What level of permissions does a user require to view the organization settings?

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

Answer: D

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
Which of the following are commonly used in Voice over IP (VoIP) or internet communication systems?

- A. WebRTC
- B. SIP
- C. Outbound Proxy
- D. Gateway

Answer: A,B

Explanation:
SIP (Session Initiation Protocol) Trunks: These are used to connect the Genesys Cloud CX platform to external telephony systems, such as carriers or on-premises equipment, facilitating voice communication over IP networks.
WebRTC Trunks: These are utilized for WebRTC-based communications, enabling real-time voice and video interactions directly through web browsers without the need for additional plugins or software.
Reference: https://help.mypurecloud.com/video/create-a-sip-phone-trunk-2/

NEW QUESTION # 55
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