

Genesys GCX-GCD Study Group | Reliable GCX-GCD Exam Tutorial



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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 5	<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 6	<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 7	<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 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 (Q12-Q17):

NEW QUESTION # 12

Real-time user applications doing batch processing will likely tolerate delays and can choose to retry over several minutes.

- A. False
- B. True

Answer: A

Explanation:

Real-time user applications, particularly those requiring immediate data processing (like voice interactions or real-time analytics), cannot tolerate delays. They typically require low-latency and high-availability connections, and any delay may affect user experience. Batch processing, on the other hand, may tolerate delays and retries over a longer time.

NEW QUESTION # 13

The purpose of the Genesys Cloud CX API Change Management Policy is to articulate the agreement between our customers, partners, and the Genesys Cloud CX development team regarding API management and notification changes.

Choose all the Genesys Cloud CX API Change Types applicable to this scenario. (Choose four.)

- A. Emergency
- B. Deprecations
- C. New feature
- D. Minor Bugs
- E. Non-Breaking
- F. Breaking

Answer: B,C,E,F

Explanation:

The Genesys Cloud CX API Change Management Policy categorizes changes as Breaking, Non-Breaking, New Feature, and Deprecations to define how changes are introduced and communicated. These types help manage expectations around compatibility, feature rollout, and transition periods for customers and partners.

NEW QUESTION # 14

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

Answer: B

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 # 15

In Code Authorization grant OAuth flow, a code is exchanged for a token.

- A. True
- B. False

Answer: A

Explanation:

In the Authorization Code grant OAuth flow, the client receives an authorization code after user authentication, which is then exchanged for an access token. This is a standard and secure method used in Genesys Cloud CX for server-side applications.

NEW QUESTION # 16

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

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

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 # 17

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