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Genesys GCX-GCD Cloud CX Developer Certification

Questions & Answers PDF
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By concluding quintessential points into Genesys Cloud CX: Developer Certification practice materials, you can pass the exam with the least time while huge progress. Our experts are responsible to make in-depth research on the exams who contribute to growth of our GCX-GCD practice materials. Their highly accurate exam point can help you detect flaws on the review process and trigger your enthusiasm about the exam. What is more, GCX-GCD practice materials can fuel your speed and the professional backup can relieve you of stress of the challenge.

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	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	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 4	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 5	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 6	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 7	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 8	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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q27-Q32):

NEW QUESTION # 27

The application requesting to create a new user does not need a specific scope.

- A. False
- B. True

Answer: A

Explanation:

In Genesys Cloud CX, an application requesting to create a new user must have the appropriate scope (e.g., user:admin or user:create) granted. This scope ensures that the application has the necessary permissions to perform user creation

actions.

NEW QUESTION # 28

What is the timeout period for reconnecting the chat session?

- A. Three Minutes
- B. Two minutes
- C. Five Minutes
- D. Four Minutes

Answer: B

Explanation:

In Genesys Cloud CX, if a WebSocket connection for a chat session is lost, the system allows a two-minute window for reconnection. If the client does not reconnect within this period, the chat session is considered terminated.

NEW QUESTION # 29

Genesys provides a set of developer tools to test and fine-tune your requests to access Genesys Cloud CX APIs. Select all the developer tools in the following list. (Choose three.)

- A. Notifications
- B. API Explorer
- C. Reports
- D. Archy

Answer: A,B,D

Explanation:

API Explorer: This tool allows developers to interactively explore and test Genesys Cloud CX APIs, facilitating the development and debugging of API requests.

Notifications: This feature enables developers to subscribe to event notifications from Genesys Cloud CX, allowing real-time monitoring and response to system events.

Archy: A command-line tool provided by Genesys for managing and deploying Architect flows, aiding developers in automating flow deployment processes.

NEW QUESTION # 30

Which description best describes the goal of the following Analytics Request Body POST to /api/v2/analytics/conversations/details/query?

```
"interval": "2020-05-20T11:00:00.000Z/2020-05-21T20:00:00.000Z",
"order": "asc",
"orderBy": "conversationStart",
"paging": {
  "pageSize": 25,
  "pageNumber": 1
},
"segmentFilters": [
  {
    "type": "and",
    "predicates": [
      {
        "type": "dimension",
        "dimension": "mediaType",
        "operator": "matches",
        "value": "email"
      },
      {
        "type": "dimension",
        "dimension": "queueId",
        "operator": "matches",
        "value": "c2e59f36-b4d0-44c6-aea7-a80e84a6ca2d"
      }
    ]
  }
],
"conversationFilters": [
  {
    "type": "or",
    "predicates": [
      {
        "type": "metric",
        "metric": "tHandle",
        "range": {
          "gt": 900000
        }
      }
    ]
  }
]
}
```

- A. To get all email conversations with more than 15 minutes of Agent Handle Time for a specific queue in descending order.
- B. To get all email conversations with less than 15 minutes of Agent Handle Time for a specific queue in descending order.
- C. To get all email conversations with less than 15 minutes of Agent Handle Time for a specific queue in ascending order.
- D. To get all email conversations with more than 15 minutes of Agent Handle Time for a specific queue in ascending order.

Answer: A

Explanation:

The query specifies "mediaType" as email, indicating that it is focused on email conversations. It filters by "queueId", suggesting the conversations are filtered by a specific queue. The "Handle" metric is used, and it has a condition of gt 90000, which translates to more than 15 minutes of handle time (since handle time is typically measured in milliseconds, and 90000 ms equals 90 seconds or 1.5 minutes).

This query filters for email conversations where the handle time is greater than 15 minutes, with the results ordered in ascending order based on the conversation start time.

NEW QUESTION # 31

If no content type is mentioned in a request, Genesys Cloud CX responds to the request in _____ format.

- A. XML
- B. CVS
- C. YAML
- **D. JSON**

Answer: D

Explanation:

Genesys Cloud CX APIs default to JSON format for responses when no specific content type is mentioned in the request, as JSON is the standard data interchange format used across its RESTful API platform.

NEW QUESTION # 32

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