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Genesys GCX-GCD Cloud CX Developer Certification

Questions & Answers PDF
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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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 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	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 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	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.

Genesys Cloud CX: Developer Certification Sample Questions (Q40-Q45):

NEW QUESTION # 40

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

Answer: C

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 # 41

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

- A. True
- B. False

Answer: B

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 # 42

Which of the following containers is used to create a new campaign?

- A. Scripts
- B. Campaign Management
- C. Schedules
- C Campaign Dashboard

Answer: B

Explanation:

The Campaign Management container in Genesys Cloud CX is used to create, configure, and manage outbound campaigns, including setting up dialing modes, contact lists, and other campaign-related settings.

NEW QUESTION # 43

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

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

Answer: D

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 # 44

You can combine Genesys Cloud CX Voice and BYOC Cloud to get the benefits of both cloud telephony connection options.

- A. True
- B. False

Answer: A

You can combine Genesys Cloud CX Voice and BYOC Cloud to leverage the benefits of both cloud telephony connection options. This hybrid approach allows organizations to utilize Genesys' fully managed telephony service while maintaining relationships with existing carriers.

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