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## Genesys GCX-GCD Cloud CX Developer Certification

**Questions & Answers PDF  
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## Genesys Cloud CX: Developer Certification Sample Questions (Q35-Q40):

### NEW QUESTION # 35

Which of the following statements is NOT true regarding numbering plan?

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

**Answer: D**

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 # 36

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 # 37

Which platform component manages account configuration, directory search, user membership, phone call routing, and agent assignment?

- A. Application Services
- B. Public Interface Services
- C. Communication Services
- D. Core Services

**Answer: D**

Explanation:

Core Services in Genesys Cloud CX handle fundamental platform functions such as account configuration, directory search, user membership management, phone call routing, and agent assignment, serving as the backbone of system operations.

### NEW QUESTION # 38

A user who is freshly added to Genesys Cloud CX realizes that there is no phone call icon on the left pane, preventing the user from making or receiving calls.

What is the most likely reason for this?

- A. The Phone number is being used by a different user.
- B. The user may have deleted the icon.
- C. The user is not assigned the appropriate role.
- D. The user's phone is unplugged.

**Answer: C**

Explanation:

In Genesys Cloud CX, access to telephony features, including the ability to make and receive calls, is controlled by roles and

permissions. If the required telephony-related permissions are not assigned to the user's role, the phone call icon will not appear in the interface.

### NEW QUESTION # 39

Which type of request is sent to update all the participants' state to disconnected

- A. PUT
- B. POST
- **C. PATCH**
- D. GET

**Answer: C**

Explanation:

In Genesys Cloud CX, a PATCH request is used to update the state of all participants in a conversation to disconnected, allowing partial updates to the resource without replacing the entire object.

### NEW QUESTION # 40

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