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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	• 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 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 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 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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q72-Q77):

NEW QUESTION # 72

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

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

Answer: C

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 # 73

Which of the following statements are true regarding the Preview API? (Choose two.)

- A. These resources are subject to both breaking and non-breaking changes at any time without notice.
- B. Any developer may access these resources with no restrictions.
- C. They are intended to be released publicly at some point in the future.

Answer: A,C

Explanation:

Preview APIs are made available as a preview of resources that are intended to be released publicly in the future. Preview APIs are subject to both breaking and non-breaking changes at any time without notice.

NEW QUESTION # 74

Which of the following statements are true? (Choose two.)

- A. Genesys Cloud CX maintains the recordings and the metadata indefinitely.
- B. Genesys Cloud CX allows cloud storage using integration.

- C. Genesys Cloud CX allows recording downloads using Platform Recording APIs.
- D. Genesys Cloud CX does not allow integrations for cloud storage.

Answer: B,C

Explanation:

Genesys Cloud CX provides Platform Recording APIs that enable users to download recordings programmatically. This allows for efficient retrieval and management of recorded interactions.

Genesys Cloud CX supports integrations with cloud storage services, such as AWS S3, allowing organizations to store recordings externally. This facilitates bulk downloading and long-term storage of recordings.

NEW QUESTION # 75

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

- A. XML
- B. YAML
- C. CVS
- 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 # 76

Genesys Cloud CX provides various SDKs for developers in multiple programming languages.

Which of the following languages are NOT available? (Choose three.)

- A. C
- B. Snake
- C. Javascript
- D. Diamond
- E. iOS
- F. Java

Answer: A,B,D

Explanation:

Genesys Cloud CX provides SDKs for several programming languages, including JavaScript, Java, .NET (C#), Python, and Ruby.

However, SDKs are not available for:

C: While C is a foundational programming language, Genesys Cloud CX does not offer an SDK specifically for it.

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Snake: This appears to be a typographical error or a fictional language; no such programming language is recognized.

Diamond: Similarly, this does not correspond to any known programming language.

NEW QUESTION # 77

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