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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	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 2	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 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	• 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 5	• 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 6	• 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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q69-Q74):

NEW QUESTION # 69

Currently, you manage all agents' schedules using a spreadsheet. This shows when each agent is working, when they are on breaks, and when they have meetings or other events that take them away from the queue. You would like to manage these in an easier and more automated way.

Which Genesys Cloud CX contact center feature can you use to replace and automate the spreadsheet schedule?

- A. Genesys Cloud CX Workforce Management
- B. Genesys Cloud CX API
- C. Genesys Cloud CX Architect
- D. Genesys Cloud CX Reporting and Analytics

Answer: A

Explanation:

Workforce Management in Genesys Cloud CX automates agent scheduling, including work shifts, breaks, meetings, and time off, replacing manual spreadsheet processes and improving efficiency and accuracy.

NEW QUESTION # 70

Which ACD routing method routes an interaction to the next available agent?

- A. Bullseye ACD
- B. Disregard Skills. Next Agent
- C. Standard ACD
- D. Preferred Agent

Answer: C

Explanation:

The Standard ACD routing method in Genesys Cloud CX routes interactions to the next available agent based on queue configuration, without modifying routing logic or preferences like skills or agent affinity. It ensures straightforward, availability-based distribution.

NEW QUESTION # 71

Select the reasons behind a user not receiving calls through their assigned DID number or extension. (Choose two.)

- **A. The user does not have the proper license type, roles, and permissions.**
- B. The DID number and the extension do not have the same last 4 digits.
- **C. The DID number and extension are not listed in the DED or extension pools.**
- D. The DID number and extension are considered the same numbers and entered into the same phone.

Answer: A,C

Explanation:

For a user to receive calls via a DID number or extension in Genesys Cloud CX, the number must be properly provisioned in the system's DID or extension pools. Additionally, the user must have the appropriate license, roles, and permissions to handle voice interactions. Missing either of these configurations will prevent call delivery.

NEW QUESTION # 72

Error 400 by Notification service means the channel has been idle for 24 hours.

- A. False
- **B. True**

Answer: B

Explanation:

In Genesys Cloud CX, a notification channel remains active for 24 hours. If the channel is not renewed within this period, attempts to use it will result in a 400 error. To maintain an active channel beyond 24 hours, you must resubscribe to the topics before the channel expires. This can be achieved by sending a POST request to `/api/v2/notifications/channels/{channelId}/subscriptions` with an empty array as the body, effectively extending the channel's validity for another 24 hours. Implementing a recurring task to perform this resubscription every 23 hours is recommended to ensure continuous operation.

NEW QUESTION # 73

For web chat, widget permissions must be assigned to the user.

- **A. False**
- B. True

Answer: A

Explanation:

In Genesys Cloud CX, widget permissions are not assigned to individual users. Instead, permissions related to web chat widgets are managed through roles and permissions within the platform. To create or manage web chat widgets, a user must have the appropriate permissions, such as Widgets > Deployment > All or Web Chat > Deployment > All. These permissions are typically assigned to administrative roles responsible for configuring and deploying web chat functionalities.

Reference: <https://help.mypurecloud.com/articles/create-a-widget-for-web-chat/>

NEW QUESTION # 74

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