

GCX-GCD Valid Exam Simulator - Test GCX-GCD Study Guide



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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	• 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.
Topic 3	• 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 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	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 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	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 (Q44-Q49):

NEW QUESTION # 44

The Utilization feature of Genesys Cloud CX allows administrators to configure: (Choose two.)

- A. Time that an agent may spend on each media type.
- B. Media types that can interrupt current interactions that an agent is handling.
- C. The maximum capacity that an agent may handle simultaneously for each supported media type.
- D. The after call work time for each media type.

Answer: B,C

Explanation:

The Utilization feature in Genesys Cloud CX allows administrators to configure the maximum number of concurrent interactions an agent can handle for each media type (e.g., voice, chat, email). This ensures that agents are not overloaded and can manage their tasks effectively.

Administrators can also define which media types are allowed to interrupt agents who are currently handling other interactions. For example, you can configure settings so that an incoming voice call can interrupt an agent handling a chat session, ensuring that high-priority interactions are addressed promptly.

Reference: <https://help.mypurecloud.com/articles/configure-utilization-at-the-org-level/>

NEW QUESTION # 45

John Smith developed a Genesys Cloud CX web application that is currently being used successfully by thousands of agents in North America at Global Software Company. Recently, Global Software Company decided to deploy the solution for its agents in Europe. However, agents are not able to log in. What is likely to be the cause?

- A. The OAuth client does not have the required scope.
- **B. The web app does not have an OAuth client created for that region.**
- C. The Client ID has expired.
- D. There is no client Secret associated to the OAuth client.

Answer: B

Explanation:

Genesys Cloud CX operates in separate regional environments (e.g., North America, EMEA, APAC). OAuth clients are region-specific, meaning an OAuth client created for North America won't authenticate users in Europe. To resolve this, a new OAuth client must be created in the European region's environment.

NEW QUESTION # 46

Where do you add the list of IP or CIDR addresses which are allowed or denied access to an External or Phone Trunk?

- **A. SIP Access Control**
- B. Calling
- C. Availability
- D. Outbound

Answer: A

Explanation:

In Genesys Cloud CX, SIP Access Control is where you configure the list of IP or CIDR addresses that are allowed or denied access to an External or Phone Trunk, ensuring secure and controlled SIP communication.

NEW QUESTION # 47

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

Answer: A,B,C

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 # 48

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

- A. The DID number and the extension do not have the same last 4 digits.
- **B. The user does not have the proper license type, roles, and permissions.**

- 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: B,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 # 49

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