

Genesys GCX-GCD Features of PDF



Genesys GCX-GCD Cloud CX Developer Certification

Questions & Answers PDF
(Demo Version – Limited Content)

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Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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 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	• 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.

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Genesys Cloud CX: Developer Certification Sample Questions (Q60-Q65):

NEW QUESTION # 60

Only the API calls made using your organization's OAuth Clients are considered for billing.

- A. False
- B. True

Answer: A

Explanation:

Genesys Cloud CX includes in its billing calculations all API calls made using your organization's OAuth clients, as well as those from custom or third-party applications, integrations, and solutions, including AppFoundry apps. However, API requests made by Genesys Cloud's own browser, web, and mobile applications, as well as certain embedded clients like Genesys Cloud for Chrome, Genesys Cloud for Firefox, Genesys Cloud for Salesforce, and Genesys Cloud for Zendesk, are not included in the API usage data for billing purposes. This distinction ensures that only external API usage contributes to billing calculations.

NEW QUESTION # 61

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

- A. Genesys Cloud CX allows recording downloads using Platform Recording APIs.
- B. Genesys Cloud CX allows cloud storage using integration.
- C. Genesys Cloud CX does not allow integrations for cloud storage.
- D. Genesys Cloud CX maintains the recordings and the metadata indefinitely.

Answer: A,B

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 # 62

In Genesys Cloud CX, the term conversation is defined as an interaction between multiple participants over at least one media channel such as chat, phone, or email.

Each conversation contains the end-to-end data for all interactions between the participants.

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

Answer: A

Explanation:

In Genesys Cloud CX, a conversation refers to an interaction involving multiple participants over one or more media channels, such as chat, phone, or email. Each conversation encompasses comprehensive data for all interactions among the participants, providing a complete view of the engagement history.

Reference:<https://help.mypurecloud.com/glossary/conversation/>

NEW QUESTION # 63

Where, in Genesys Cloud CX, can you search for people in your organization and add external contacts?

- **A. Directory**
- B. Activity
- C. Location
- D. Documents

Answer: A

Explanation:

In Genesys Cloud CX, the Directory allows you to search for individuals within your organization and add external contacts. The Directory provides a streamlined view of all contact and organization data, enabling efficient management of both internal and external contacts.

Reference:<https://help.mypurecloud.com/articles/about-external-contacts/>

NEW QUESTION # 64

Which of the following best defines Mandatory, Time-boxed, No early exit After Call Work (ACW)?

- A. Once the ACW status starts for the agent, the system will automatically set the status to Available again when the After Call Timeout is reached. The agent can set the status to Available if the ACW is completed early.
- **B. The agent is automatically placed into an ACW status, and the system will automatically set the status to Available when the After Call Timeout is reached. The agent cannot set the status to Available if the ACW is completed early.**
- C. The ACW status for the agent and will remain in that status until a Wrap-Up code is selected and the ACW is manually completed.
- D. The agent may or may not complete ACW. The system will set the status to Available after the interaction is completed. The agent is responsible for setting the availability appropriately if performing ACW.

Answer: B

Explanation:

In Mandatory, Time-boxed, No early exit ACW, agents are forced into ACW status after an interaction and must remain in that status until the timeout completes. They cannot exit early, ensuring consistent post-call handling within the defined time window.

NEW QUESTION # 65

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