# **Latest GCX-GCD Practice Questions & New GCX-GCD Dumps Files**

# **Practice Questions**

GCD (Greatest Common Divisor)

- A gardener has 72 meters, 84 meters, and 96 meters of rope. He wants to cut them into the longest possible equal-length pieces without any leftovers. What should be the length of each piece?
- 2. A factory packs 120 chocolate bars, 180 chocolate truffles, and 240 chocolate cookies. They want to package them in boxes so each box has the same number of each item with no leftovers. What is the maximum number of chocolates that can go in each box?
- 3. A teacher has 84 science stickers, 108 math stickers, and 132 history stickers. She wants to make gift packs with the same number of each type of sticker without any leftovers. What is the greatest number of packs she can make?
- 4. A school has 96 chairs and 128 desks that need to be arranged in rows, with each row having the same number of chairs and desks. What is the maximum number of rows that can be made?
- 5. A vendor has 225 watermelons and 315 cantaloupes. He wants to arrange them into identical groups, with each group having the same number of watermelons and the same number of cantaloupes. What is the maximum number of watermelons and cantaloupes in each group?
- 6. A school has 54 boys and 81 girls for activity and wants to create the largest possible equal groups with both boys and girls in each group. What is the maximum number of students in each group?
- 7. A party organizer has 126 pens, 189 pencils, and 252 erasers to put into identical gift bags with the same number of each item in each bag. What is the maximum number of bags she can make?
- 8. A chef has 144 grams of sugar, 180 grams of flour, and 252 grams of butter. He wants to divide these ingredients into containers with the same amount in each container without any leftovers. What is the maximum weight each container can hold?

GeeksforGeeks



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# **Genesys GCX-GCD Exam Syllabus Topics:**

Topic	Details
Topic 1	<ul> <li>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.</li> </ul>
Торіс 2	<ul> <li>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.</li> </ul>

Topic 3	<ul> <li>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.</li> </ul>
Topic 4	Describe the options to download recordings: This section of the exam measures the skills of a System     Administrator and discusses the different ways available to access and download call recordings in     Genesys Cloud CX. It includes understanding where recordings are stored and how to retrieve them for     compliance and quality purposes.

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## **Genesys Cloud CX: Developer Certification Sample Questions (Q31-Q36):**

#### **NEW QUESTION #31**

Arrange the following five stages of migrating from a BYOC Cloud or Genesys Cloud CX Voice to a hybrid media organization in the correct order?

- 1. Placing your edges into the Genesys Cloud CX hybrid media edge group.
- 2. Pairing your new BYOC premises edges to Genesys Cloud CX.
- 3. Configuring edge interfaces to use site interconnects.
- 4. Enabling and configuring site links
- 5. Making your organization hybrid media capable
  - A. 2,1,3,4,5
  - B. 4,1,2,5,3
  - C. 1,3,2,5,4
  - D. 5,2,1,3,4

#### Answer: D

#### Explanation:

- 1. Making your organization hybrid media capable: Begin by enabling hybrid media capabilities in your organization to support both cloud and premises-based media processing.
- 2. Pairing your new BYOC Premises Edges to Genesys Cloud CX: Next, pair your BYOC Premises Edges with Genesys Cloud CX to establish communication between the premises hardware and the cloud platform.
- 3. Placing your Edges into the Genesys Cloud CX hybrid media edge group: After pairing, move your Edges into the Genesys Cloud Hybrid Media Group to manage them within the hybrid environment.
- 4. Configuring Edge interfaces to use site interconnects: Then, configure the network interfaces on your Edges to utilize site interconnects, facilitating communication between different sites.
- 5. Enabling and configuring site links: Finally, enable and configure site links to establish connections between your premises and cloud sites, completing the hybrid media setup.

Reference: https://help.mypurecloud.com/articles/convert-byoc-cloud-genesys-cloud-voice-to-hybrid-media/

#### **NEW OUESTION #32**

You can combine Genesys Cloud CX Voice and BYOC Cloud to get the benefits of both cloud telephony connection options.

• A. False

• B. True

#### Answer: B

#### Explanation:

You can combine Genesys Cloud CX Voice and BYOC Cloud to leverage the benefits of both cloud telephony connection options. This hybrid approach allows organizations to utilize Genesys' fully managed telephony service while maintaining relationships with existing carriers.

#### **NEW OUESTION #33**

How do you represent your organization when you contact the Genesys Cloud CX support team?

- A. Agent Name
- B. Company Name
- C. ID
- D. Organization ID

#### Answer: D

#### Explanation:

When contacting the Genesys Cloud CX support team, you represent your organization using the Organization ID, which uniquely identifies your Genesys Cloud instance and helps support quickly access your account details.

#### **NEW QUESTION #34**

You can add a new Prompt using API endpoints.

- A. False
- B. True

#### Answer: B

#### Explanation:

In Genesys Cloud CX, you can programmatically add new prompts using the Architect API. The process involves three main steps:

- 1. Create the Prompt Object: Use the API to create a new prompt entity.
- 2. Create the Prompt Resource: Add a language-specific resource to the prompt, which can include text-to- speech (TTS) or audio content
- 3. Upload the Prompt's Media File: If using audio files, upload the media file to the prompt resource.

### **NEW QUESTION #35**

When you reply to an email message, you can attach a file to send with the email reply.

What is the maximum message size, including attachments? How can you work around this limitation?

- A. 40 MB per message (after base64 encoding) with no workaround
- B. 20 MB per message (after base64 encoding) You can work around this limitation by including links to any third-party cloud storage service.
- C. 40 MB per message (after base64 encoding) You can work around this limitation by including links to large documents stored in Content Management.
- D. 20 MB per message (after base64 encoding) You can work around this limitation by splitting the files and sending several email interactions.
- E. 5 MB per message (after base64 encoding) with no workaround.

#### Answer: C

#### Explanation:

Genesys Cloud CX enforces a maximum outgoing message size of 40 MB, including attachments, after base64 encoding. Base64 encoding increases the size of the original files by approximately 33%, so the combined size of the email body and attachments should be around 29 MB before encoding to stay within the limit. To manage larger files, you can upload them to Genesys Cloud Documents and include links to these documents in your email, effectively bypassing the attachment size limitation.

#### **NEW QUESTION #36**

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