

Simulator For GCX-GCD Certification Exams



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Most of the candidates who plan to take the GCX-GCD certification exam lack updated practice questions to ace it on the first attempt. Due to this, they fail the Genesys Cloud CX: Developer Certification (GCX-GCD) test, losing money and time. And in some cases, applicants fail on the second attempt as well because they don't prepare with GCX-GCD Actual Exam questions. This results in not only the loss of resources but also the motivation of the candidate.

Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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.
Topic 2	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

>> GCX-GCD Practice Exam Questions <<

GCX-GCD Exam Demo & GCX-GCD Study Group

One of the biggest challenges of preparing for a Genesys GCX-GCD certification exam is staying motivated. It is easy to get bogged down by all the material you need to learn and lose sight of your goal. That is why our Genesys GCX-GCD PDF and practice tests are designed to be engaging and easy to understand.

Genesys Cloud CX: Developer Certification Sample Questions (Q45-Q50):

NEW QUESTION # 45

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

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

Answer: C

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 # 46

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

- A. True
- B. False**

Answer: B

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 > AllorWeb 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 # 47

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

- A. True
- B. False**

Answer: B

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 # 48

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 # 49

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

- A. A "jobs" endpoint is intended for users who need the most up-to-date data, and they need a response right now.
D A jobs' endpoint is best suited for bulk export of data
- B. A "query" endpoint is intended for users who need the most up-to-date data, and they need a response right now.
- C. A "query endpoint is best suited for bulk export of data.

Answer: B

Explanation:

A query endpoint provides real-time access to the most up-to-date data and returns the requested information immediately. This is ideal for scenarios where the user requires immediate responses.

A jobs endpoint, on the other hand, is designed for scenarios where bulk export of data is required. It processes requests asynchronously and provides a response when the export is complete, making it suitable for larger data sets that don't require an immediate response.

NEW QUESTION # 50

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