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The field of Genesys is growing rapidly and you need the Genesys GCX-GCD certification to advance your career in it. But clearing the Genesys Cloud CX: Developer Certification (GCX-GCD) test is not an easy task. Applicants often don't have enough time to study for the GCX-GCD Exam. They are in desperate need of real Genesys Cloud CX: Developer Certification (GCX-GCD) exam questions which can help them prepare for the Genesys Cloud CX: Developer Certification (GCX-GCD) test successfully in a short time.

Genesys GCX-GCD Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• 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 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	• 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 6	• 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 7	• 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 (Q61-Q66):

NEW QUESTION # 61
Which Genesys Cloud CX feature presents caller info to an agent and allows the user to update or collect the information?

- A. Scripts
- B. IVR prompts
- C. Toast pop-ups
- D. Dialog boxes

Answer: A

Explanation:
Scripts in Genesys Cloud CX present caller information to agents and can guide them through interactions by allowing data collection or updates during the call, enhancing consistency and efficiency.

NEW QUESTION # 62
AudioHook requires specialized libraries and services for orchestration, load balancing, serialization and session management.

- A. True
- B. False

Answer: B

Explanation:
AudioHook Monitor in Genesys Cloud CX doesnotrequire specialized libraries or services for orchestration, load balancing, serialization, or session management. It is designed to stream voice interactions to third-party services in near real-time without the need for additional infrastructure.
Reference:https://help.mypurecloud.com/articles/audiohook-monitor-overview/

NEW QUESTION # 63
Which of the following statements are true? (Choose two.)

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

Answer: C,D

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 # 64
A queue is an object in Genesys Cloud CX that contains a group of agents with similar skills.

- A. False
- B. True

Answer: B

Explanation:
In Genesys Cloud CX, a queue is an object that holds a group of agents who typically share similar skills or responsibilities. It is used for routing interactions to the most appropriate available agent within that group.

NEW QUESTION # 65
The typing notifications can be sent to the chat window using a POST with the _____.

- A. Conversation ID + Member ID +Session ID
- B. Conversation ID + Member ID
- C. Conversation ID + Session ID
- D. Member ID

Answer: B

Explanation:
In Genesys Cloud CX, to send typing notifications to the chat window, you use aPOSTrequest to the/api/v2 /conversations/{conversationId}/participants/{participantId}/typingendpoint. This requires both the Conversation ID and the Participant (Member) ID to correctly identify and notify the specific participant within the conversation.

NEW QUESTION # 66
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