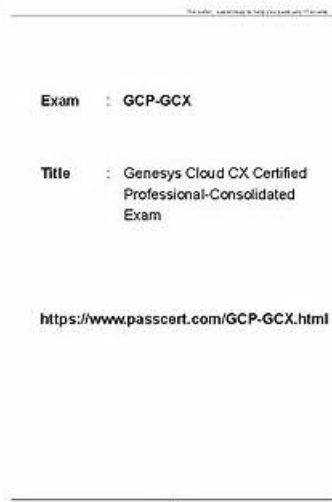


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If you're looking to advance your career, passing the Genesys GCX-GCD Certification Exam is crucial. As with any certification exam, success requires time and effort. While there are many online study materials available, not all of them are accurate or reliable. Many professionals struggle with managing their time and studying effectively, making it difficult to pass the Genesys Cloud CX: Developer Certification (GCX-GCD) Exam.

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 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 3	• 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 4	• 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 5	• 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 6	• 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 7	• 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.

>> New GCX-GCD Exam Topics <<

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Genesys Cloud CX: Developer Certification Sample Questions (Q53-Q58):

NEW QUESTION # 53

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

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

Answer: D

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 # 54

What level of permissions does a user require to view the organization settings?

- A. Agent
- B. All of the above
- C. Admin
- D. Supervisor

Answer: C

Explanation:

In Genesys Cloud CX, users require administrative privileges to access and manage organization settings.

This access is typically granted through the Admin role, which provides the necessary permissions to view and modify organization-wide configurations. Agent and Supervisor roles do not inherently possess these permissions.

NEW QUESTION # 55

Which of the following applies to the Notifications API?

- A. There is no ping message for Notification APIs.
- B. The ping messages are for topic subscriptions.
- C. The ping/pong messages will tell you if the socket is dropped or not.
- D. The ping message will tell you if the authentication token is expired or not.

Answer: C

Explanation:

In the Genesys Cloud CX Notifications API, ping/pong messages are used to check the health of the WebSocket connection. These messages help detect if the socket is still open or if it has been dropped, enabling appropriate client-side handling.

NEW QUESTION # 56

While creating a query to fetch conversation data, and interval of up to _____ days can be applied for a query with no filter.

- A. 0
- B. 1
- C. 2
- D. 3

Answer: B

Explanation:

In Genesys Cloud CX, when creating a query to fetch conversation data without any filters, you can specify an interval of up to seven days. This means you can retrieve conversation data spanning the past seven days, including today.

Reference: <https://developer.genesys.cloud/analyticsdatamanagement/analytics/detail/conversation-query>

NEW QUESTION # 57

Which of the following statements is NOT true regarding Management Units?

- A. They help you create, manage, and view schedules for a group.
- B. Agents that handle the same set of interactions should belong to the same management unit.
- C. A maximum of 100 agents can be added to a single Management Unit.
- D. Management Units partition agents and interactions into logical groups.

Answer: C

Explanation:

Cloud CX supports more than 100 agents per Management Unit. Management Units are used to logically group agents for scheduling and forecasting, and there is no such hard limit of 100 agents per unit.

NEW QUESTION # 58

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