



Genesys GCX-GCD

**Genesys Cloud CX Developer Certification
Questions & Answers**

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GCX-GCD

[Genesys Cloud CX Developer Certification \(GCX-GCD\)](#)

55 Questions Exam – 65% Cut Score – Duration of 120 minutes



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Discover More about the GCX-GCD Certification

Are you interested in passing the Genesys GCX-GCD exam? First discover, who benefits from the GCX-GCD certification. The GCX-GCD is suitable for a candidate if he wants to learn about Genesys Cloud CX. Passing the GCX-GCD exam earns you the Genesys Cloud CX Developer Certification (GCX-GCD) title.

While preparing for the GCX-GCD exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The GCX-GCD PDF contains some of the most valuable preparation tips and the details and instant access to useful GCX-GCD study materials [just at one click](#).

Genesys GCX-GCD Cloud CX Developer Certification Details:

Exam Name	Genesys Cloud CX Developer Certification
Exam Code	GCX-GCD
Exam Price	\$500 USD
Duration	120 minutes
Number of Questions	55
Passing Score	65%
Recommended Training / Books	Genesys Cloud CX: Contact Center Administration Cloud CX: Implementation Genesys Cloud CX: API
Schedule Exam	Kryterion Webassessor
Sample Questions	Genesys GCX-GCD Sample Questions
Recommended Practice	Genesys Cloud CX Developer Certification (GCX-GCD) Practice Test

GCX-GCD Syllabus:

Section	Objectives
Genesys Cloud: Contact Center Administration - 25%	
Genesys Cloud Platform and CC Admin	<ul style="list-style-type: none"> - Understand the overview of Genesys Cloud collaborate - List the features of Genesys Cloud contact center - List the three levels of contact center licensing
ACD and Supervisor Tools	<ul style="list-style-type: none"> - Describe ACD processing - Explain interaction flow and queue design - Explore evaluation and routing combination methods - Configure agent utilization - Configure ACD skills and language skills - Configure wrap-up codes - Configure after call work - Configure ACD email in admin settings - Manage ACD email routing - Describe ACD messages - Understand performance dashboards - Create and manage alerts - Activate and deactivate agents in queues - Monitor in-progress interactions
Roles, Permissions, and Divisions	<ul style="list-style-type: none"> - List the types of roles and permissions - Explain license management - Understand divisions
Genesys Cloud Architect and Scripting	<ul style="list-style-type: none"> - Understand the features of Genesys Cloud Architect - Describe the options for flow management - Work with prompts - Describe Scripts and understand basic script functionality - Create a basic script
Outbound Dialing, QM, and WFM	<ul style="list-style-type: none"> - Describe Outbound Dialing modes - Explain Contact Lists - Configure and test an Outbound Power Dialing campaign - Understand quality policies - Describe how to enable call recording on a Trunk

Section	Objectives
	<ul style="list-style-type: none"> - Create a recording policy - Create and publish an Evaluation Form - Work on the Quality Evaluator Dashboard - Work on the Quality Administrator Dashboard - Explain Workforce Management - Work with Schedules - Explain Agents Schedule Detail view - Add a Blank Schedule
Genesys Cloud: Implementation - 25%	
Genesys Cloud Platform and Collaborate	<ul style="list-style-type: none"> - Describe the Genesys Cloud contact center - Identify the various licensing levels - Understand Genesys Cloud platform - Access Genesys Cloud apps
Configurations of Genesys Cloud Collaborate	<ul style="list-style-type: none"> - Understand Collaborate configurations - Add a Location - Configure Sites - Add people to the Organization - Work with Groups - Setup Group Workspaces
Features of Genesys Cloud Communicate	<ul style="list-style-type: none"> - Understand the features of Genesys Cloud Communicate - Describe Genesys Cloud Telephony - Describe Genesys Cloud Voice - Work with Edges - Configure the Genesys Cloud Edge Standard v2 - Describe Trunks in Genesys Cloud - Work with Phones
Genesys Cloud: API - 50%	
Authentication and Resources	<ul style="list-style-type: none"> - Authenticate an API request - Create an OAuth client in your organization - Discuss developer tools - Experiment with API explorer
Users, Conversations,	<ul style="list-style-type: none"> - Discuss conversations overview

Section	Objectives
and Notifications API	<ul style="list-style-type: none"> - Get conversation data - Understand the overview of notifications API
Chat and Analytics APIs	<ul style="list-style-type: none"> - Explain agent chat APIs - Define guest chat APIs - Set webchat schedules - Explain the analytics API - Describe interaction and conversation data - Explain user status data - Discuss query syntax
Recording and Routing APIs	<ul style="list-style-type: none"> - Describe the options to download recordings <ul style="list-style-type: none"> • Download a recording based on the conversation ID • Describe the routing components • Manage a call route • Get prompt details
API Utilization and Evolution	<ul style="list-style-type: none"> - Understand API utilization - Check billing details using API endpoints - Understand API utilization - Discuss types of API updates

Broaden Your Knowledge with Genesys GCX-GCD Sample Questions:

Question: 1

What configurations can be made in the ACD email routing settings in Genesys Cloud?

(Select two)

- a) Assign email queues to specific agents
- b) Create outbound email templates
- c) Route emails based on agent skills
- d) Set agent schedule adherence metrics

Answer: a, c

Question: 2

Choose the three different query types that can be generated through the analytics query builder.

- a) Flow Observation
- b) Queue Detail
- c) Flow Detail
- d) Conversation Detail
- e) Queue Observation

Answer: a, d, e

Question: 3

Downloading a recording using conversation ID _____.

- a) Requires only one request to `api/v2/conversations/{conversationId}/recordings` with response code 200 if successful
- b) Requires only one request to `api/v2/conversations/{conversationId}/recordings` with response code 202 if successful
- c) Requires only one request to `api/v2/recordings/{conversationId}` with response code 202 if successful
- d) Requires sending two Get requests to `api/v2/conversations/{conversationId}/recordings`

Answer: d

Question: 4

Which of the following is true about Genesys Cloud roles?

- a) Roles are only applicable to agents
- b) Roles define permissions for users across different features
- c) Roles are automatically assigned based on queue performance
- d) Roles can only be configured at the time of agent onboarding

Answer: b

Question: 5

User status observation query provides _____.

- a) A high-level summary of user activity.
- b) A low-level view of the user's status changes during a given interval.
- c) User's current activity pertaining to ACD queue membership.
- d) User's historical performance data

Answer: c

Question: 6

How can recordings be downloaded using the Recording API in Genesys Cloud?

- a) By specifying the agent's ID
- b) By using the conversation ID of the interaction
- c) By configuring telephony settings
- d) By setting up agent skill routing rules

Answer: b

Question: 7

Which actions can be performed using ACD and Supervisor Tools in Genesys Cloud?

(Select two)

- a) Assign licenses to agents
- b) Manage skill-based routing configurations
- c) Monitor outbound email campaigns
- d) Activate or deactivate agents in queues

Answer: b, d

Question: 8

Create a brand-new user with a phone number and user image. Next, assign two existing routing skills, with known IDs, to this user. What is the least number of Genesys Cloud API requests needed to accomplish this task?

- a) 1
- b) 2
- c) 3
- d) 4

Answer: c

Question: 9

What does the "Trunks" feature in Genesys Cloud manage?

- a) Internal chat communication between agents
- b) Outbound email marketing campaigns
- c) Voice traffic between Genesys Cloud and the organization's telephony network
- d) Real-time dashboards for customer interactions

Answer: c

Question: 10

Which of the following data is needed to get the next page results of the job?

- a) State
- b) Page URL
- c) Query String
- d) Cursor

Answer: d

Avail the Study Guide to Pass Genesys GCX-GCD Cloud CX Developer Exam:

- Find out about the GCX-GCD syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the [GCX-GCD syllabus](#), it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.
- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the GCX-GCD training. Joining the Genesys provided training for GCX-GCD exam helps a candidate to strengthen his practical knowledge base from the certification.
- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the [GCX-GCD sample questions](#) and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. GCX-GCD practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

Career Benefits:

- Passing the GCX-GCD exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

Here Is the Trusted Practice Test for the GCX-GCD Certification

VMExam.Com is here with all the necessary details regarding the GCX-GCD exam. We provide authentic practice tests for the GCX-GCD exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on VMExam.Com for rigorous, unlimited two-month attempts on the [GCX-GCD practice tests](#), and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the Genesys Cloud CX Developer Certification (GCX-GCD).

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