

Genesys GCX-GCD Study Guide PDF

GRAB THE GENESYS CLOUD CX DEVELOPER CERTIFICATION PDF
QUESTIONS & ANSWERS

Exam Summary – Syllabus – Questions

GCX-GCD

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

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

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Table of Contents

Get an Overview of the GCX-GCD Certification:	3
Why Should You Earn the Genesys GCX-GCD Certification?	3
What Is the Genesys GCX-GCD Cloud CX Developer Certification Exam Structure?	3
Enhance Knowledge with GCX-GCD Sample Questions:	4
What Study Guide Works Best in Acing the Genesys GCX-GCD Cloud CX Developer Certification?	6
Explore the Syllabus Topics and Learn from the Core:	6
Make Your Schedule:	7
Get Expert Advice from the Training:	7
Get Access to the PDF Sample Questions:	7
Avoid Dumps and Utilize the Genesys GCX-GCD Practice Test:.....	7

Get an Overview of the GCX-GCD Certification:

Who should take the [GCX-GCD exam](#)? This is the first question that comes to a candidate's mind when preparing for the Cloud CX Developer certification. The GCX-GCD certification is suitable for candidates who are keen to earn knowledge on the Genesys Cloud CX and grab their Genesys Cloud CX Developer Certification (GCX-GCD). When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But GCX-GCD study guide PDF is here to solve the problem. GCX-GCD PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

Why Should You Earn the Genesys GCX-GCD Certification?

There are several reasons why one should grab the GCX-GCD certification.

- The Cloud CX Developer certification proves to be one of the most recognized certifications.
- The certification badge proves the knowledge of the candidate regarding subject matters and makes his resume presentable to potential candidates.
- Thus earning the [Genesys Cloud CX Developer Certification \(GCX-GCD\)](#) is a powerful qualification for a prosperous career.

What Is the Genesys GCX-GCD Cloud CX Developer Certification Exam Structure?

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

Enhance Knowledge with GCX-GCD Sample Questions:

Question: 1

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: 2

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: 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

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: 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**

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: 7**

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: 8

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

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 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

What Study Guide Works Best in Acing the Genesys GCX-GCD Cloud CX Developer Certification?

The GCX-GCD study guide is a combination of some proven study tips and the combination of all valuable study materials like sample questions, syllabus and practice tests in one place.

Explore the Syllabus Topics and Learn from the Core:

If you are determined to earn success in the Cloud CX Developer exam, getting in full touch of the [syllabus](#) is mandatory. During preparation, you might not like all syllabus sections or topics, but try to get at least the fundamental knowledge from the sections you don't like. The more you

possess knowledge on all syllabus sections, the more is the chance to attempt maximum number of questions during the actual exam.

Make Your Schedule:

Studying and completing the syllabus becomes easier, if you work on the syllabus topics after making a schedule. Your syllabus must mention what areas you want to cover and within what time. Once you make a schedule and follow it regularly, syllabus completion becomes easier and preparation becomes smoother.

Get Expert Advice from the Training:

Do not forget to join the Genesys GCX-GCD training if it is providing any. Training enhances the practical knowledge of a candidate, which helps them to work well in the practical field during projects.

Get Access to the PDF Sample Questions:

If your study material is in a [PDF format](#) or the materials are mobile-friendly, what could be better than that? Get access to the free sample questions and keep enhancing your knowledge beyond the syllabus.

Avoid Dumps and Utilize the Genesys GCX-GCD Practice Test:

Why should you rely on practice tests? The reason is simple: you must get familiar with the exam pattern before reaching the exam hall. An aspirant aware of the exam structure and time management during the exam preparation can perform well in the actual exam and attempt the maximum number of questions during the exam.

Many aspirants prefer to read from dumps, but they miss out on the self assessment method. Therefore, GCX-GCD practice tests always stand out to be the better choice than dumps PDF.

Avail the Proven GCX-GCD Practice Test for Success!!!

Do you want to pass the GCX-GCD exam on your first attempt? Stop worrying; we, VMExam.com are here to provide you the best experience during your Genesys Cloud CX Developer Certification preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium [GCX-GCD practice tests](#). Our expert-designed questions help you to improve performance and pass the exam on your first attempt.