Genesys
GCX-GCD
Cloud CX Developer Certification

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Question: 1

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?
Response:

A. 1
B. 2
C. 3
D. 4

Answer: C

Question: 2

Which actions can be performed using ACD and Supervisor Tools in Genesys Cloud?
(Select two)
Response:

A. Activate or deactivate agents in queues
B. Monitor outbound email campaigns
C. Manage skill-based routing configurations
D. Assign licenses to agents

Answer: A,C

Question: 3

User status observation query provides _____.
Response:

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: 4

What are the features of Quality Management (QM) in Genesys Cloud?
(Select three)
Response:

A. Recording customer interactions
B. Creating and publishing Evaluation Forms
C. Assigning agents to outbound campaigns
D. Monitoring agent performance based on evaluations

Answer: A,B,D

Question: 5

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

A. State
B. Page URL
C. Cursor
D. Query String

Answer: C

Question: 6

What configurations can be made in the ACD email routing settings in Genesys Cloud?
(Select two)
Response:

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

Downloading a recording using conversation ID _____.
Response:

A. Requires sending two Get requests to api/v2/conversations/{conversationId}/recordings
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 only one request to api/v2/conversations/{conversationId}/recordings with response code 200 if successful

Answer: A

Question: 8

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

A. Flow Observation
B. Queue Detail
C. Flow Detail
D. Conversation Detail
E. Queue Observation

Answer: A,D,E

Question: 9

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

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

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

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

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