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Genesys GCX-GCD

Cloud CX Developer Certification

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Question: 1

What information is required to authenticate an API request in Genesys Cloud using OAuth?
Response:

- A. Agent skill sets
- B. Client ID and Client Secret
- C. Interaction flow details
- D. Workforce schedules

Answer: B

Question: 2

Which administrative settings can be managed in Genesys Cloud Platform?
(Select three)
Response:

- A. Adding users to the platform
- B. Managing agent skill assignments
- C. Creating new queues
- D. Configuring third-party email systems

Answer: A,B,C

Question: 3

What can supervisors monitor using real-time dashboards in Genesys Cloud?
(Select three)
Response:

- A. Agent availability
- B. Ongoing interactions in queues
- C. Third-party integrations
- D. Queue performance metrics

Answer: A,B,D

Question: 4

Why is it important to monitor API utilization in Genesys Cloud?

Response:

- A. To ensure compliance with usage limits and avoid overage charges
- B. To assign agents to specific queues
- C. To create outbound dialing rules
- D. To manage workforce schedules

Answer: A

Question: 5

Which licensing level in Genesys Cloud provides access to Workforce Management and Quality Management features?

Response:

- A. Essential
- B. Advanced
- C. Premium
- D. Basic

Answer: C

Question: 6

What is the primary purpose of API utilization monitoring in Genesys Cloud?

Response:

- A. To track the number of API calls made and the resources being accessed
- B. To configure outbound email campaigns
- C. To monitor agent adherence to schedules
- D. To set up real-time performance dashboards

Answer: A

Question: 7

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: 8

What can be managed using the Routing API in Genesys Cloud?

(Select three)

Response:

- A. Call routes based on agent availability
- B. Queue assignments for interactions
- C. Real-time interaction updates
- D. Interaction routing based on skills or languages

Answer: A,B,D

Question: 9

Each recording is identified by the Conversation ID and Recording ID.

Response:

- A. True
- B. False

Answer: A

Question: 10

You can enable the location detection setting of the contact center from the _____ container.

Response:

- A. Account Settings
- B. Directory
- C. Integrations
- D. People & Permissions

Answer: A



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